

Divyang Patel

BUSINESS ANALYST- Requirement Elicitation, Process Modeling, Data Analysis & Visualization

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SKILLS

- **Data Analysis Techniques:** SQL, Python , Power BI , Tableau , Advanced Excel, Microsoft 365 Suite
- **Documentation & Modeling:** BRDs, FRDs, User Stories, Use Cases, Lucidchart, Visio, Draw.io, Figma.
- **Project Tools & Platforms:** Jira, Confluence, Asana, CRM Platforms, Core Java, Canva, UML.
- **Process & Workflow Design:** BPMN, Customer Journey Mapping, Business Process Mapping, SDLC, Agile.

WORK EXPERIENCE

Business Analyst

June 2023 – Present

Maple Leaf Foods

Mississauga

- Converted supply chain, QA, and operations datasets into system specifications and cutting manual errors by 25%, increasing traceability accuracy using SQL & Server tools, demonstrating strong conceptual thinking.
- Mapped AS-IS and TO-BE workflows in Visio and Figma for supply chain, eliminating inefficiencies and improving output by 29% via model-driven diagrams using Lucidchart, Draw.io, showcasing stakeholder collaboration.
- Executed 15+ UAT cycles for QA by validating 200+ cases, logging defects, validating environment readiness, reducing release delays by 25% with Jira boards & Confluence logs, highlighting root cause analysis and agility.
- Assessed transactional logs to recognize repeated defects, implementing resolutions that elevated output and reduced production time by 40% using SQL-based metrics, reflecting cognitive processing and decision-making.

Project Analyst

September 2017 – May 2023

Logistreak Solutions

India

- Managed 15+ full-cycle projects using structured plans and stakeholder schedules, improving delivery timelines by 95% and reducing scope by 18% through phased controls and documentation using MS Project and Asana.
- Maintained performance dashboards in Excel and Power BI to track operational KPIs, while increasing transparency and enabling insights that informed strategic direction and resource allocation using Tableau and SQL.
- Facilitated cross collaboration for risk identification and consequence assessments in project pipelines, mitigating delays and resource conflict by 22% via response plans and monitoring protocols using Jira and Confluence.
- Facilitated QA and UAT testing for 20+ deployments, validating traceability matrices and business rules to minimize production defects, and while reducing post-deployment issues by 30% using TestRail and Postman.

Software Developer

February 2016 – September 2017

Rays Tech Serv PVT LTD

India

- Deployed an Android application that reached 25,000+ users in 6 months, integrating custom APIs and improving platform responsiveness to support multivariate concurrent user sessions using Retrofit, Kotlin, and Firebase.
- Introduced modern Android development practices, implementing asynchronous threading and architecture components that increased app speed and enhanced responsiveness by 30% using Coroutines, MVVM, and Jetpack.
- Collaborated with testers and designers to create components across multivariate feature launches, enhancing app performance by 20% with Android Studio, Git, and RESTful APIs while upholding code quality and standards.
- Diagnosed and resolved production defects by applying structured debugging techniques, maintaining uptime and timely deployments across different release cycles using Android Debug Bridge (ADB), Logcat, and Crashlytics.

Software Developer

June 2014 – February 2016

Xoom Solutions

India

- Built and published 7+ Android applications using Kotlin and Android Studio, increasing overall user engagement by 30% and improving app session duration metrics different versions and device categories production.
- Led the integration of Google Maps, Firebase Analytics, & social login APIs to enhance user navigation & data capture, improving feature adoption by 35% & ensuring 99.9% successful time sync during usage across devices.
- Configured modular architecture using MVVM and implemented Gradle-based CI/CD pipelines, reducing build failures by 60% and deployment errors by 45%, improving auto testing coverage across the Android OS versions.
- Conducted code reviews to identify memory leaks, optimized with ProGuard & Android Profiler, reducing app load times by 40% & improving stability across Android SDK versions within different system configurations.

EDUCATION

Bachelor of Engineering in Computer Science

June 2010 – June 2014

Gujarat Technological University, India

CERTIFICATIONS

- **Business Analyst Bootcamp: Excel, Stats, SQL, Tableau (In Progress)** - Udemy
- **Business Analyst “A to Z” Masterclass (In Progress)** - Udemy
- **Mastering Business Analysis, Scrum and JIRA for Development** - Udemy, March 2025
- **Core Java** - Aptech Computer Education, June 2012