
JONATHAN JAMES

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PORTFOLIO

- <https://www.linkedin.com/in/jonathan-505243225/>
- https://jonathan-james-g.github.io/JonathanJames_Analyzes.github.io/

PROFESSIONAL SUMMARY

Detail-oriented Senior Business Analyst with 4 years of experience in optimizing business processes and enhancing key performance metrics. Expert in applying both high-level and detailed analyses to drive operational efficiency and support strategic growth. Known for delivering actionable insights that significantly impact business outcomes and foster expansion.

SKILLS

- SQL Proficiency
- Power BI
- Oracle
- MATLAB
- Google Analytics
- Requirements Gathering
- Agile Methodology
- Business Process Modeling
- Workflow Analysis
- Release Planning
- Test Case Scenarios
- Tableau Experience
- SAP Knowledge
- SAP HANA
- Jupyter Notebook
- MS SharePoint
- Stakeholder Management
- Software Development Lifecycle
- Process Mapping
- Data Integrity
- User Acceptance Testing
- IIBA Methodologies

WORK HISTORY

Sr. Business Analyst, 01/2023 - Current
Tait Consulting Group, LLC – Plano, TX

- **Led Requirement Gathering and Business Process Analysis**, employing **Business Process Modeling** and **Business Process Flow** techniques to enhance **Document and Records Management** processes.
- **Utilized SDLC principles** for effective project monitoring, following a structured procedure to ensure project success.
- **Authored and presented Business Requirement Documents (BRD)**, System Requirement Specifications (SRS), and Functional Requirement Documents (FRD), incorporating data insights from **SQL Proficiency** and **Google Analytics** to inform requirements.
- **Implemented Agile methodology** for rapid application delivery, serving as Scrum Master to guide teams through iterative development.
- **Created and analyzed Use Case, Activity, and Sequence Diagrams** using **Rational Rose**, and leveraged **MATLAB** for complex data analysis and modeling as needed.
- **Developed and maintained dynamic dashboards and reports** using **Power BI** and **Tableau**, significantly improving decision-making processes and operational efficiency through advanced data visualizations.
- **Conducted comprehensive requirements analysis for SharePoint projects**, including SharePoint migration efforts, integrating **SAP Knowledge** and **SAP HANA** insights for effective system transitions.
- **Supported User Acceptance Testing (UAT)** and performed **Black Box Testing** and **Load Testing** to validate system performance, utilizing **Oracle** for backend testing and data management.
- **Created and maintained detailed Use Cases and diagrams** using **MS Visio**, and used **Jupyter Notebook** for data analysis and interactive reporting.
- **Managed ServiceNow application configurations**, developed custom applications, and conducted thorough testing to ensure optimal service management solutions.
- **Collaborated with cross-functional teams** to translate business requirements into actionable **Power BI** and **Tableau** visualizations, enhancing data-driven decision-making.
- **Designed and executed marketing campaigns** using Marketing Cloud tools such as **Journey Builder**, **Email Studio**, and **Automation Studio**, leveraging **Google Analytics** for campaign performance analysis and optimization.

Business Analyst, 06/2017 - 07/2020

Industry ARC – Hyderabad, Telangana

- **Involved in the SDLC phase of requirement analysis, design, and development of business process management (BPM) applications.**
- **Extensively used SQL queries to verify data integrity and validation.**
- **Gathered and analyzed user and business requirements** and created **Use Case diagrams** using **UML methodologies**.
- **Conducted in-depth business analysis** and developed **Tableau dashboards**, streamlining **reporting processes**.

- Conducted **JAD sessions** with stakeholders and implemented **SOA concepts**.
- Prepared **Logical Data Models** and assisted in **compliance reporting processes**.
- Worked with **QA teams** for **UAT** and documented all **custom and system modifications**.
- Led discussions with **developers** to create **navigational plans**, improving **user interactivity tools**.
- Actively participated in **team meetings** to share **knowledge**, exchange **ideas**, address **challenges**, and collaborate on **potential solutions**.
- Developed high-quality **documentation** to support **training efforts**, helping employees fully understand new **systems** and **procedures**.
- Reduced manual **data entry errors** by **automating routine tasks** using **SQL scripts**.

EDUCATION

Master of Science: Computer Science, 12/2022

University of Dayton - Dayton, OH

STRENGTHS

- Strong working knowledge of business analysis tools (SQL, PowerBi, Tableau) and methodologies like Agile and Scrum.
- Proficient in analyzing large datasets to identify trends, insights, and opportunities that drive business decisions.
- Skilled in translating complex data findings into actionable recommendations for both technical and non-technical stakeholders.
- Adept at identifying business challenges and designing solutions that improve processes and enhance efficiency.
- Experience in collaborating with cross-functional teams and managing relationships with clients, executives, and developers.

PERSONAL INFORMATION

Nationality: Indian

Work Authorization: H1B

Languages: English, Hindi, Telugu