

LOKESH ERA

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SUMMARY

Senior Business Analyst with 5+ years of experience translating cross-functional business needs into detailed functional requirements, workflows, and acceptance criteria for enterprise software and platform implementations. Combining **SQL**, **JIRA**, **Confluence**, and **Excel** to drive requirements elicitation, documentation, traceability, and UAT support across e-commerce, marketing, and technology stakeholder groups. Proven track record of owning requirements backlogs and delivering clear, testable specifications that enable successful delivery and governance.

SKILLS

Analytics & BI: SQL, Excel (Pivot Tables, VBA), Power BI, Tableau

Databases & Cloud: SQL Server, Snowflake, AWS S3, Redshift

ETL & Tools: JIRA, Confluence, Alteryx, SSIS

Methods: Requirements Elicitation, Process Mapping, UAT Test Scripts, Traceability Matrices, Agile/Scrum, Stakeholder Management, Integration Requirements, Acceptance Criteria

EXPERIENCE

Senior Business Analyst

Jan 2025 – Present

Deloitte

USA

- Elicited and documented detailed functional requirements through stakeholder workshops with e-commerce, marketing, and technology teams for a financial services client, translating priorities into requirements and acceptance criteria for a KPI reporting platform.
- Owned the requirements backlog and traceability across all delivery phases, maintaining requirements, decisions, and open questions in **JIRA** and **Confluence** to ensure scope traceability from discovery through hypercare.
- Developed integration requirements specifying data exchange between reporting systems and adjacent platforms, including asset-level publishing behavior, metadata schema, and taxonomy alignment.
- Translated requirements into UAT test scenarios and validated delivered functionality against acceptance criteria, supporting phase-gate reviews and cutover activities for a retail client engagement.
- Documented process maps, requirements specifications, and traceability matrices, collaborating with business and technical stakeholders to ensure clarity and alignment across delivery teams.

Business Analyst

May 2019 – Apr 2023

Accenture

India

- Facilitated requirements-elicitation workshops with cross-functional business stakeholders across healthcare payer and financial services clients, turning findings into clear, testable requirements and user stories.
- Documented detailed functional and non-functional requirements, process flows, and acceptance criteria, maintaining traceability matrices to track requirements from discovery through UAT and deployment.
- Defined integration requirements between core systems and adjacent platforms, specifying data mapping, field-level transformations, and error-handling rules using **SQL** and **Excel**.
- Developed UAT test scripts and supported acceptance testing, validating that delivered solutions met business requirements and quality standards while coordinating defect resolution with development teams.
- Supported agile/hybrid delivery methodologies, managing requirements backlog in **JIRA** and ensuring stakeholder alignment across business, creative, and technical audiences.

PROJECTS

Enterprise Reporting Platform Implementation | SQL, JIRA, Confluence

- Led requirements elicitation and documentation for a cross-functional reporting platform, defining functional requirements, integration specifications, and UAT test scenarios for a financial services client.
- Maintained requirements traceability and backlog in **JIRA**, ensuring alignment between business stakeholders and development teams throughout the project lifecycle.

DAM & Content Migration Strategy | Excel, SQL, Agile

- Defined migration scope and criteria for a digital asset management initiative, translating audit findings into concrete migration rules including SKU activity and metadata mapping.
- Collaborated with technology teams to specify integration requirements and publishing behavior between DAM and adjacent product-data systems.

EDUCATION

Trine University

Master's in Information Technology | GPA: 3.9

Jan 2023 – Dec 2024