

SOYEB KHALIFA

Boston, MA | +1 (857) 230-1322 | soeybkhalifa8800@gmail.com | <https://www.linkedin.com/in/soyeb-khalifa/>

SUMMARY

Business Analyst with **5+ years of experience** in requirements analysis, process improvement, data analytics, and digital transformation. Skilled in **SQL, Python, Power BI, Tableau, BRDs/FRDs, user stories, UAT, Agile, and stakeholder management**, with experience analyzing **1.2M+ records** and delivering enterprise workflow and reporting solutions. Combines business analysis expertise with **AI/ML and GenAI/RAG** to drive data-informed decisions and scalable process improvements.

PROFESSIONAL EXPERIENCE

Business Analyst | MetLife | MA, USA

June 2025 – Present

- Analyzed 1.2M+ patient, financial, and operational records using SQL and Excel to surface service gaps, cost drivers, and performance trends, generating insights that improved data-driven decision-making by 25%.
- Redesigned 5 end-to-end business workflows through process mapping, gap analysis, root cause investigation, and UAT, reducing process friction while strengthening operational efficiency, compliance, and data quality.
- Architected 10+ Power BI and Excel dashboards by consolidating ERP, financial, operational, and enterprise datasets, enabling near-real-time visibility into KPIs, resource utilization, service volumes, and business performance.
- Evaluated strategic initiatives through business cases, ROI assessments, cost-benefit analyses, and investment proposals, enabling leadership to prioritize digital transformation, resource allocation, and process optimization opportunities.
- Orchestrated cross-functional delivery across 18+ stakeholders spanning Operations, Finance, Compliance, Product, and Technology, translating business objectives into prioritized requirements, delivery roadmaps, and scalable solutions.

Business Analyst | Deloitte | Hyderabad, India

July 2020 – September 2023

- Engineered 12 automated dashboards, SLA trackers, and workflow solutions supporting 500+ weekly case reviews, reducing manual processing time by 35% and scaling executive reporting.
- Orchestrated analysis of 15K+ screening, operational, and financial records across 6 business functions using Excel, Alteryx, and automated pipelines to identify risk patterns and improve data integrity.
- Examined 250+ compliance alerts and screening cases by translating BRD/FRD requirements into investigative workflows, ensuring SLA-compliant regulatory resolutions.
- Spearheaded end-to-end finance transformation initiatives across 4+ regions, aligning intercompany recharge, P&E, and financial processes with enterprise ERP systems such as Oracle Fusion and legacy platforms.
- Drove cross-functional requirement gathering with 10+ global stakeholders, translating complex finance needs into structured functional specifications for scalable system design and deployment.
- Advised governance forums including Design Authority by delivering domain expertise, influencing key decisions on system architecture, process standardization, and implementation strategies.
- Deconstructed ambiguous and large-scale business problems into actionable insights, evaluating multiple solution pathways based on cost, risk, and operational feasibility to support strategic decision-making.
- Facilitated stakeholder engagement sessions across 6+ business units, driving alignment with organizational priorities while leading virtual workshops and discussions to secure adoption of transformation initiatives.

Junior Business Analyst | HSBC | Hyderabad, India

September 2019 – June 2020

- Assisted in gathering business requirements and preparing BRD documentation for enterprise IT and digital transformation projects.
- Supported senior analysts in data analysis, report preparation, and stakeholder communication to facilitate project delivery.
- Validated functional and operational designs by partnering with solution architects, ensuring accurate interpretation of requirements and successful pilot-to-production transitions across multiple program phases.
- Participated in Agile ceremonies including sprint planning, daily stand-ups, and requirement refinement sessions.
- Created process documentation and business presentations to support operational improvement initiatives and client reporting.

PROJECT

AI-Powered Intelligent Decision Support System for Business Analytics | Python, SQL, TensorFlow, Scikit-learn, Azure AI, NLP, GenAI (RAG)

- Designed and developed an AI-powered decision support system using ML, NLP, and Generative AI (RAG), implementing predictive models and scalable pipelines with Python, SQL, TensorFlow, and Azure AI to process 65K+ records for real-time insights and forecasting.
- Created Power BI and Tableau dashboards using cross-validation and ROC-AUC to support data-driven decisions.

TECHNICAL SKILLS

Business Analysis & Documentation: Requirements Gathering, Functional Specification Design, User Stories, Acceptance Criteria, UML Diagrams, Process Modeling, Workflow Design, Gap Analysis, Impact Analysis

Data Analysis & Databases: SQL, Oracle Database, Data Profiling, Data Validation, Data Cleaning, Data Normalization, Relational Databases, Data Quality Management

Programming & Scripting: Python (Pandas, NumPy), Basic Scripting for Data Analysis, Data Transformation, API Data Handling

AI / Machine Learning & GenAI: Machine Learning, NLP, Predictive Modeling, TensorFlow, Scikit-learn, Generative AI, Retrieval-Augmented Generation (RAG), Model Evaluation (ROC-AUC, Cross-Validation)

Data Visualization & Reporting: Power BI, Tableau, Dashboard Development, KPI Reporting, Data Storytelling

Tools & Platforms: Microsoft Visio, Swagger (API Testing), Azure AI Services, Oracle Fusion (Exposure), JIRA, Confluence

Testing & QA: Functional, Regression, UAT, Integration, Smoke, End-to-End Testing, Defect Tracking

Agile & Project Delivery: Agile Scrum, Sprint Planning, Backlog Refinement, Stakeholder Management, Release Planning, Milestone Tracking

EDUCATION

Northeastern University | Boston, MA

Master of Science, Project Management

March 2025

GPA: 3.7