

Chelsa Patel | Business Analyst

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SUMMARY

Business Analyst with **4+ years of experience** supporting financial services and enterprise platforms through clear requirements, process analysis, and Agile delivery. Hands-on with BRD, FRD, user stories, SQL data validation, and UAT execution. Known for reducing requirement ambiguity, improving sprint readiness, and ensuring accurate reporting. Works closely with business, compliance, and engineering teams to deliver traceable, well-tested solutions in regulated, fast-paced environments.

SKILLS

Business Analysis: Requirements Elicitation, Business Requirements Documentation (BRD), Functional Requirements Documentation (FRD), Process Mapping (As-Is / To-Be), Use Cases, User Stories, Acceptance Criteria, Change Impact Analysis, Requirement Traceability Matrix (RTM), User Acceptance Testing (UAT)

Data & Reporting: SQL (Data Validation, Reporting), Microsoft Excel (Pivot Tables, Power Query), KPI Definition and Tracking, Data Reconciliation, Ad-hoc Analysis

Tools & Technologies: SQL Server, MySQL, Power BI, Tableau, JIRA, Confluence, Microsoft Excel, Microsoft PowerPoint, Visio / Lucidchart

Methodologies: Agile (Scrum), Waterfall, Software Development Life Cycle (SDLC)

Domain Knowledge: Financial Services (Wealth Management, Brokerage), IT Consulting and Enterprise Applications

Collaboration & Delivery: Stakeholder Management, Business-to-Technical Translation, Cross-Functional Collaboration, Documentation and Reporting

WORK EXPERIENCE

LPL Financial, USA

Nov 2024 - Current

Business Analyst

- Reduced requirement rework by 30% by leading focused stakeholder sessions and delivering clearly scoped BRD and FRD upfront across regulated financial technology initiatives projects teams.
- Improved sprint readiness by converting business needs into precise user stories and acceptance criteria used consistently by delivery teams across multiple Agile product development cycles.
- Detected and corrected reporting inaccuracies by performing SQL-based data validation before dashboards reached leadership review supporting compliance audits operational decisions and executive reporting accuracy assurance.
- Shortened UAT cycles by 25% through early test scenario preparation and faster defect coordination with business users across multiple application releases improving delivery predictability outcomes.
- Increased release confidence by maintaining requirement traceability from intake through testing and final business approval supporting audit readiness change control documentation and controlled production deployments.
- Supported compliance-driven initiatives by aligning documented requirements with regulatory expectations and operational constraints across financial services platforms internal controls risk reviews governance standards policies adherence.

Ace Infoway, India

Jan 2021 - Jul 2023

Business Analyst

- Contributed to successful delivery of enterprise applications by documenting functional requirements use cases and process flows used throughout development testing releases supporting cross-functional alignment outcomes.
- Reduced post-release issues by improving requirement clarity and validating acceptance criteria with development and QA teams before build completion improving overall product stability reliability metrics.
- Strengthened reporting accuracy by validating datasets using SQL and Excel during pre-release and review cycles supporting management reporting operational analysis decision-making consistency timeliness trust organization-wide.
- Supported Agile delivery by refining backlog items answering requirement questions and clarifying business logic during sprints across multiple teams improving sprint focus velocity predictability outcomes.
- Improved UAT efficiency by coordinating testers tracking defects and confirming fixes met documented expectations before releases reducing rework delays escalation risks and retesting cycles overall.
- Served as the primary communication bridge between business stakeholders and technical teams throughout project lifecycles ensuring shared understanding timely decisions issue resolution delivery alignment success.

EDUCATION

Masters in Business Analytics

DePaul University, Chicago, IL

Bachelors of Commerce

Gujarat University, India