

## SUMMARY

- Experienced in SDLC with agile methodologies. Strong business analysis and product experience.
- Excellent oral and written communication skills with experience in delivering results through collaborative team meetings.

## EXPERIENCE

### Client: CVS Health

Location: NYC (Remote due to Covid), RI

Title: Product management/BSA

Duration: Mar 2020 – Present

*CVS Health is a retail pharmacy chain including health insurance provider with around 4.5 million customers served daily.*

- Worked with Business analyst teams in business solution planning, business case development, and managing customer requirements throughout the development lifecycle which included taking care of 7 to 8 products at a given day.
- Collaborated with the BA and Business Partners throughout the requirements effort and achieved 33% in time reduction.
- Led and performed current state analysis to assist in the definition of new concepts for engineering.
- Partnered with the business, engineering, and data science teams to define scope, plan, development cost and timelines.

### Client: Emblem Health

Location: NYC

Title: Sr. Business Analyst/Jr. Product Manager

Duration: Sep 2018 – Mar 2020

*Emblem health caters to 3 million members in New York and tristate area including 12 neighborhood care locations.*

- Assisted the medical management business team as an assigned technical BA from inception to production.
- Facilitated requirement gathering with business stakeholders, dev team, testing team, project manager to capture business needs for the new product to be developed & documented it in the BRDs increasing productivity by 20%.
- Collaborated with the development team to implement changes to existing applications, improving product in addition to creating training documents, user-manuals, and user guides for first time users.
- Wrote user stories and elaborated the stories in the agile framework keeping the product optimization in mind.
- Designed a detailed Functional Specifications Document that aims at describing every function and use case of the product requested by the business team.
- Led the QA testing team in the testing effort by creating a Test Plan and clearly defining the acceptance and failure criteria for the product designed. Documented results in a report while reporting bugs in the Bug Tracker.

### Client: Florida and Colorado State Health and Human service agencies

Location: FL & CO

Title: Business Systems Analyst

Duration: Sep 2016 – Aug 2018

- Acted as a liaison between client and technical solutions/support groups, using strong communication skills to elicit, document, analyze and validate business processes, systems, and solution requirements.
- Participated in daily scrum calls with the offshore team to gather status updates and to provide information on action items which were of priority for the next day.
- Identified features which needed to be integrated into the system from the business team and delivered Epics, User Stories and Acceptance Criteria to the dev team.
- Effectively supported the Project Manager in communicating Delivery Status, Risk & Mitigation Plans, and Escalations to Leadership Team.
- Maintained a dashboard on the Project SharePoint to keep track of the change request submitted and categorized them as active, approved, deferred, or rejected.

### Texas Tech University – IT Division

Location: Lubbock TX

Title: IT Student Analyst/Teaching Assistant

Duration: Dec 2014 – May 2016

- Served as teaching aide for class of 40 students for Databases and business intelligence; graded and supervise exams.
- Help students in learning and applying big data technologies with software including python in data science.
- Worked as technical analyst for IT Division by providing front line software related issues and support to Staff, Faculty & students with daily closure of 15-20 tickets on priority basis.
- Troubleshoot Microsoft OS, Linux OS, MacOS, computer network & communication protocols.

## EDUCATION

### Rawls College of Business, Texas Tech University, TX

Master of Science in Management Information Systems (STEM)

Aug 2014 – May 2016

*Coursework: Decision Theory and Business Analytics, Data and Text Mining, Prescriptive Analysis, Business Problem Solving, Database Concepts, Statistical Concepts, Data management and Business Intelligence.*

**Secretarial Coordinator** with excellent organizational skills for Big Data Symposium at Texas Tech University for the year 2016 handling and coordinating with all departments in Texas Tech.

**Volunteer tutor** at Institutional Diversity, Equity & Community serving underprivileged communities the Lubbock area, TX. Tutored around 2 to 4 students in a week giving them guidance in physics and math.

### University of Mumbai, India - Computer Science

Aug 2010 – May 2012

## PROJECTS (Graduate business school)

- Contextual Chatbots with TensorFlow (Python, machine learning) - <https://github.com/tijugeorge/Chat-bot>
- Social Network Analysis using FB API - <https://github.com/tijugeorge/Project-2/blob/master/Project-2/Prescriptive-Analytics.pdf>
- Movie Trailer Website (Python, HTML, CSS) - <https://github.com/tijugeorge/Movie-trailer-website>

## ADDITIONAL INFORMATION

**Programming Languages:** Python, SQL

**BI Tools:** SAS EG, SAS EM, SharePoint, Gephi, Excel, HP ALM, GitHub, VSTS/TFS.

**Databases:** MySQL, Oracle 11g, SQL Server

**Interests:** Road trips, visiting places of historical importance and meditation.