

## GURKIRAT SIDHU

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### PROFILE

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Versatile Technical Business Analyst with a strong foundation in Computer Engineering and Business Analytics, complemented by 6+ years of diverse industry experience. Proficient in business analysis, data analytics, software testing, and UX design. Currently leveraging this multifaceted expertise at Dublin City University to optimize student-centric processes and systems. Adept at bridging complex technical solutions with business needs.

### SKILLS & TOOLS

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**Business Analysis:** Requirements gathering, stakeholder management, user stories, Kanban, Lean Six Sigma White Belt, Design Thinking, competitive analysis, market research

**Data Analysis:** SQL, Python, R, Tableau, Excel (Advanced), Power BI

**Testing:** Test case design, Jira, HP ALM, Selenium, Postman, API testing, Postman, Boomi

**UX Design:** Wireframing, Prototyping, User Research, Adobe XD

**Development:** JavaScript, React, RESTful APIs, Git, UX Design (Adobe XD)

**Methodologies:** Agile (Scrum, Kanban), Waterfall, Lean Six Sigma White Belt

### EDUCATION

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- **MSc Business Analytics** (NFQ Level 9) (Sep 2022-June 2023)  
*University of Limerick*, Limerick, Ireland  
Relevant coursework: Advanced Data Analytics, Machine Learning, Business Intelligence, Data Visualization
- **Bachelors in Computer Engineering** (NFQ Level 8) (2014-2017)  
Thapar University, Patiala, India

### WORK EXPERIENCE

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**Test Analyst** - Dublin City University (08/2023 - Present)

- Spearheaded comprehensive testing for DCU's Student Information System, ensuring seamless functionality across multiple applications including **Applications & Admissions**.
- **Serve as the primary tester for critical applications** such as International Foundation Year (**IFY**), Central Admissions Office (**CAO**) automation, and key integrations including **Student Onboarding, Active Directory, Google Groups, and FIMAK**.
- Conducted **comprehensive integration testing** for DCU University's Student Information System, ensuring seamless functionality and interaction between modules, **focusing on database validation using Banner and ERP/CRM testing** using **Ellucian Banner**.
- **Developed and executed detailed end-to-end test cases**, analyzing system behavior from data entry to processing and reporting, resulting in improved system reliability and performance.
- Collaborated cross-functionally with developers, business analysts, and end-users to **align testing processes with business requirements**, facilitating effective communication and issue resolution.

- Played a key role in **identifying and reporting defects during testing cycles**, working closely with stakeholders to address issues promptly and ensuring the delivery of a high-quality Student Information System.

**Product Designer UX (Part-time Contractor)** - Anant Atom Consultancy (02/2023 - 07/2023)

- Led UX design for a European aeronautical logistics company's digital transformation project.
- **Created wireframes and mockups adhering to UX design guidelines** and company branding, resulting in a 40% improvement in user satisfaction scores.

**Business Analyst** - A.S. Automobiles (05/2019 - 05/2022)

- Developed and maintained complex **Excel models and Power BI dashboards** for sales forecasting and inventory optimization.
- Collaborated with cross-functional teams to **gather database requirements**, ensure data consistency, and **support data integration/migration**.
- Developed and maintained **database documentation**, including data dictionaries, data flow diagrams, and entity-relationship diagrams, to facilitate database management and application development.

**Sr. Business Analyst** - MindScroll (12/2018 - 05/2019)

- **Implemented learning management systems (LMS)** for multiple clients, improving training completion rates by 40% and reducing costs by 25%.
- Developed **product documentation**, decreasing development time by 30% and enhancing stakeholder collaboration.
- **Analyzed client needs and business processes**, identifying improvement opportunities. Managed stakeholders (Bata, Usha, Tata 1mg).

**Business Analyst** - GyanDhan (07/2017 - 10/2018)

- **Defined product requirements documents** for innovative tools, improving student application efficiency and financial aid decision-making., such as the **Admit Predictor, Loan Eligibility tool, and Future Earnings Estimator**.
- **Collaborated with the COO and Data Science team** to analyze data, identify trends, and provide data-driven insights for informed business decisions and strategic planning.
- Led cross-functional teams to implement business process improvements, resulting in increased efficiency and cost savings. **Worked with external banking clients** (Axis, ICICI, SBI, Bank of Baroda).
- **Conducted market research and competitor analysis**, recommending product enhancements that led to a 15% increase in user engagement.

**ADDITIONAL EXPERIENCE**

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- Volunteered as **UL Global Student Ambassador**, University of Limerick
- Volunteered in **UL Buddy Program** to help onboard new students at the university (UL) and improving their transition to university life
- Worked part-time as a **Student Social Media Officer** in Marketing and Communications Department, at the University of Limerick.