Neeta Singh Sharma

neeta1982@gmail.com | Fremont, CA | (510) 941 8929 | Linkedin | Portfolio

Versatile Business Analyst with 14 years of experience bridging the gap between business needs and technical solutions across government, finance, and tech. Skilled in requirements elicitation, stakeholder communication, and Agile delivery. Proven ability to lead data-driven initiatives, drive process improvements, and mentor junior analysts. Adept at translating complex data into actionable insights to support product optimization and strategic decision-making.

Experience

Judicial Council of California, San Francisco, CA

Business Systems Consultant   May 2024 – May 2025

- Led requirements gathering sessions with cross-functional stakeholders; documented functional specifications and use cases for new product features.
- Collaborated with stakeholders on communication plans and project timelines to drive engagement and expectation alignment.
- Created and maintained detailed system documentation, user guides, and training materials to support adoption and effective use of PeopleSoft Financial Aid and related systems.
- Built and maintained Power BI dataflows and DAX-driven dashboards used by 800+ users, enabling cross-departmental insights for HR, Finance, and Tech Ops teams.
- Maintained requirements traceability matrix to ensure alignment between business needs and technical delivery.

All Student Loan, El Segundo, CA

Sr. Business Systems Analyst   Mar 2019 – Oct 2023

- Managed product backlog and refined user stories based on stakeholder input; facilitated Agile ceremonies including sprint planning and retrospectives.
- Managed Monthly data load, ETL SSIS Extracting data from various loan servicers, maintaining data pipelines.
- Performance tuned queries and managed client service team's backlog of requests as Scrum master.
- Led Azure migration, PowerApps, SFTP setups and Agile projects with Jira and SharePoint.
- Managed SFTP and FTP integrations for secure data exchanges and led system upgrade testing, deployment, and user training to ensure seamless transition and business continuity.
- Owned the defect triage process, coordinating fixes with development teams and communicating status to business units.
- Mentored junior analysts in documenting user stories, creating data visualizations, and facilitating UAT sessions.

All Management Corporation, Los Angeles, CA

Business Systems Consultant   May 2011 – Feb 2019

- Developed business cases and impact analysis to support feature rollout across HR/Finance platforms. Partnered with users and SMEs to define KPIs and translate business needs into actionable analytics solutions.
- Facilitated UAT testing and requirement signoffs; maintained user guides and training documentation.

United States Postal Service, Wilkes Barre, PA

Business Systems Consultant   Jul 2010 – Feb 2011

- Worked with the USPS Agile Methodology Development Team in Project Scheduling, capacity planning, tuning report mockups, designs, income statements, balance sheet, forecasting dashboards and test cases.

Intel, Beaverton, Or

Business Systems Consultant   Jan 2010 – Apr 2010

- Intel's Component Inventory Cost System (iCOST) project involved external financial reporting to stakeholders and Global Sales Process Analysis to continuously improve Intel's business.

Education

California State University, Long Beach, CA

Master of Science in Computer Science | May 2009

University of Mumbai, India

Bachelor of Computer Engineering | May 2003

Skills

- **Data Analysis and Visualization:** Advance Data Analysis, Data Interpretation & Dashboard Design.
- **Programming and Tools:** Python (including libraries like Scikit-learn, Numpy, Matplotlib, Seaborn), SQL, Advanced Excel, Power bi & Tableau.
- **Statistical Analysis:** Statistical Modeling, Regression Analysis, Time Series Analysis, A/B testing
- **Machine Learning**: Predictive Modeling, Machine Learning Algorithms, Model Optimization

Certifications

- **Google Advanced Data Analytics Professional Certificate (by Google): 1.** Foundations of Data Science, 2. Get Started with Python, 3. Go Beyond the Numbers: Translate Data into Insights, 4. The Power of Statistics, 5. Regression Analysis: Simplify Complex Data Relationships, 6. The Nuts and Bolts of Machine Learning, 7. Google Advanced Data Analytics Capstone.
- **Python for Everybody Specialization (by University of Michigan):** 1. Programming for Everybody, 2. Python Data Structures, 3. Using Python to Access Web Data, 4. Using Databases with Python,
- **Data Visualization:** 1. Data Visualisation in Python, Matplotlib, Seaborn, 2. Advanced Data Visualization in Tableau, 3. Build Dashboards in Power BI (Coursera): Microsoft Power BI
- **SQL: 1.** Mastering SQL JOINS, 2. SQL Essential Training, 3. SQL- The Complete Introduction to SQL programming, 4. Working with Subqueries in SQL (Coursera): MySQL

Projects

Portfolio Projects: Portfolio
GitHub Profile: GitHub