

Pooja Viroja

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ABOUT ME

Strategic and analytical IT professional with over 12 years of experience in Quality Assurance and Business Analysis. Proven expertise in operational quality, process optimization, and marketing analytics. Adept at driving efficiencies, ensuring compliance, and leveraging data-driven insights to enhance decision-making. Proficient in Agile methodologies, SQL, Python, and BI tools, with a strong ability to collaborate cross-functionally and align business objectives with technological solutions. Passionate about crafting user-centric strategies, committed to fostering a culture of learning and growth.

SKILLS

- **Business & Systems Analysis:** Requirements Gathering, Functional & Non-Functional Specifications, Use Cases, User Stories, Data Modeling
- **IT Project Management:** Agile, SDLC, Scrum, Stakeholder Engagement, Change Management, Risk Assessment, Process Roadmap
- **Data Management & Reporting:** SQL, Power BI, Tableau, Python, R, Data Validation, Data Cleansing, Business Intelligence Dashboards
- **Software Development & Testing:** Functional, Regression, Security, UAT, Performance Testing, Test Strategy Development, Issue Resolution, QA Leadership
- **Technology & Tools:** Jira, Confluence, CRM, Oracle – Flexcube, MS Excel

WORK EXPERIENCE

Shift4, Toronto, ON

May 2023 – Present

Analyst

- Developed flow charts, test plans, and strategies covering functional, regression, performance, and security testing.
- Investigated software issues by analyzing server logs and validating end-to-end data flow integrity.
- Partnered with business units to translate data insights into strategic business decisions.
- Improved workflow efficiency by identifying process gaps, consulting clients, and recommending optimal solutions.
- Established a centralized database management system that supported reporting tools, ensuring accessibility of critical data for real-time analytics.

RONA, Toronto, ON

Feb 2022 – May 2023

Inventory Analyst Associate

- Analyzed purchasing trends and inventory status levels, and presented findings and recommendations to management.
- Designed business intelligence dashboards for KPI monitoring and sales forecasting.

- Assisted in sales operations, process improvement and provided product demonstrations to enhance customer services.

Publicis Sapient, India

Jan 2014 – Dec 2021

Analyst – Product Management

- Conducted regulatory research, considering industry trends and compliance assessments, to evaluate business impact and ensure alignment with industry regulations.
- Liaised with stakeholders across Oil & Gas, Banking, Capital Markets, and other financial sectors to translate business needs into technical solutions.
- Captured the traceability of system requirements through design, test strategy, and execution to ensure the acceptance criteria of specifications.
- Managed documentation, use cases, test conditions and data sets for testing cycles and coordinated defects efficiently through triage meetings.
- Led end-to-end testing efforts for large-scale technology transformation projects, ensuring quality and adherence to timelines.
- Executed data migration processes, ensuring seamless system integration while implementing contingency planning and risk management strategies.
- Mentored team members through knowledge-sharing sessions and internal training programs in risk assessment methodologies, testing frameworks, and compliance best practices.

HDFC Bank, India

Nov 2012 – Nov 2013

Business Account Portfolio Manager

- Developed a portfolio of high-net-worth clients, ensuring compliance with banking regulations and AML policies.
- Conducted competitor analysis and risk assessments for financial product offerings to identify investment opportunities and drive business growth.
- Engaged with the cross-functional teams to enhance user experience through tailored services and to develop and implement strategic financial solutions.
- Optimized banking operations through digital transformation initiatives, integrating banking software to improve efficiency.

EDUCATION

- **Master of Professional Studies in Analytics** – Northeastern University, Toronto (2023)
- **Master of Business Administration (Finance & Banking)** – ICAI University, India (2012)
- **Bachelor of Engineering (Electronics & Communication)** – Dharmsinh Desai University, India (2009)

CERTIFICATIONS

- AWS Certified Cloud Practitioner
- AZ-900, Microsoft certified: Azure Fundamentals