

**313-509-7566**

**Richa Doshi**

**Business Analyst**

**MA**

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# SUMMARY

* **3+ years** of experience as a **Business Analyst** in improving operational efficiency and reducing costs while meeting challenging business demands, in different sectors using **Business Analytics**, **Modelling expertise** and **SDLC process**.
* Hands on experience in various project management **methodologies** like **Waterfall** and **Agile/Scrum** Project Management.
* Proficient in understanding stakeholder requirements & expert in translating them into various documentation deliverables such as **functional specifications, use case diagrams, workflow process diagrams, data flow/ data model diagrams.**
* Experience in Business Requirement Management (**Elicitation, Validation, Specification, Verification**) Business Process Modeling, Process Management, Change Management and Application Development.
* Proficient in Business writing skills in writing project documentation such as: Business Requirements Document (**BRD**), Functional Requirement Document (**FRD**) and **Use Case Specifications**.
* Good knowledge and working experience in converting business requirements into **UML** diagrams like **Flow Diagrams, Use Cases, State Diagrams, Sequence Diagrams, Component Diagrams, Use Case Diagrams & Activity diagrams,** using **Rational Rose**, **Rational Requisite Pro** and **MS Visio**.
* Skilled at performing **Risk analysis**, **GAP analysis** and **Cost/Benefit analysis** to better understand the mechanics of the existing & proposed systems.
* Experienced in using **Rational Clear Case** for Version Control of requirement documents, **Rational Clear**

**Quest** for tracking and prioritizing defects.

* Proficient in writing Use Case Specifications Functional Requirement Specifications **(FRS**), **Technical Requirements Specifications (TRS)**, and **Requirements Traceability Matrices (RTM)**.
* Track and maintain Stakeholder requested enhancements and changes using **SharePoint.**
* Worked with business analyst tools like **MS Office suite**, **JIRA, HP Quality.**
* Used in troubleshooting and performance tuning of reports and resolving issues within **Tableau**.
* Proficient in Facilitating Joint Application Development (**JAD**) sessions to gather, synthesize and prioritize requirements using **interviews, document analysis, requirements workshop, site visits** and **surveys.**
* Hands on experience in design, management and visualization of databases using **MySQL** and **SQL Server.**
* Well-versed with leading industry tools like **MS Word, MS Excel** and **MS PowerPoint** to develop various project deliverables.
* Experience in testing on multiple operating systems including **Linux**, **Unix and Windows.**
* Excellent communication and interpersonal skills, good analytical reasoning and ability to learn quickly, high adaptability to new technologies and tools.

# SKILLS

SDLC, Waterfall, Agile/Scrum, BRD, FRD, UML, Risk analysis, GAP analysis, Rational Rose, Rational Requisite Pro, MS Visio, LoadRunner, Rational Clear Case, Rational Clear Quest, FRS, TRS, RTM, SharePoint, JAD, SQL, MS Office suite, Tableau, Linux, Unix, Window

# EDUCATION

## Master of Science Business Analytics

HULT International Business School | San Francisco, CA

## Master of Science International Business

HULT International Business School | Cambridge, MA

**EXPERIENCE**

## Bristol-Myers Squibb, MA | June 2019 – Current Business Analyst

**Roles and Responsibilities:**

* + Utilized **Scrum** and **Agile Methodology** to configure, develop process, standards and procedures.
  + Created defect tracking using **JIRA** and reviewed them in subsequent iterations of the application development process.
  + Participated in **Sprint Planning** and **Sprint review** meetings for Finalizing the **Sprint Backlogs** and Verifying the

**sprint outputs respectively**.

* + Created Business Requirement Document **BRD** and then converted business requirements into (**FRD**) Functional Requirement Document specifications.
  + Created Requirements Traceability Matrix (**RTM**) to track requirements and testing activities, as well as maintained forward and backward traceability throughout the testing and development lifecycle
  + Excellent skills in facilitating Joint Application Development (**JAD**) for **Requirement Elicitation** and maintaining requirements from Inception through Construction phase. Analyzed and prioritized user and business requirements as system requirements that must be included while developing the software. Conducted Business Analysis.
  + Development of a reporting solution for data profiling, using **MS SQL Server**.
  + Worked on **Tableau** to publish and share the reports with the business users.
  + Developed and implemented processes and tools for **Requirements gathering**, **Analysis**, **planning**, tracking and delivery using **Rational Rose**.
  + Worked closely with the business during the **User Acceptance Testing**. Was involved in various testing procedures such as **Unit Testing, Performance Testing, Smoke Testing, Stress Testing and Functionality Testing**.
  + Bugs that would enhance the usability of the application were logged using **Rational ClearQuest.**
  + Extensively used **HP Quality Centre**, and **MS excel** for generating the daily maintained MQC list of defects and

enhancements.

* + Performed extensive **Gap Analysis** between different client channels identifying the functional gap between AS- IS and TO-BE processes.
  + Used Query Analyzer, Execution Plan to optimize **SQL Queries**.
  + Designed workflows and allocated permissions within **SharePoint.**
  + Performed **Load Testing** on the application using the tool **LoadRunner** and monitored the various statistics at database server side.
  + Used **MS Office analysis** tools to complete analysis requirement.

## Prop Technology, India | Jan 2016 – July 2018 Business Analyst

**Roles and Responsibilities:**

* + Involved in complete **Waterfall methodology** process by analyzing business requirements and understanding the functional work flow of information from source systems to destination systems.
  + Facilitated **JAD** sessions with management, users and other stakeholders to define the project scope and requirements in the form of Business Requirement Documents (**BRDs**).
  + Managed day-to-day project activities and coordinate tasks with other teams through the **Scrum** meetings.
  + Interacted with the business users and worked close with them to understand their business needs and opportunities.
  + Created and maintained schedule in **MS Project** and crashed and fast-tracked activities to avoid late deliveries and meet changing needs and requirements of senior management.
  + Prepared a **RACI Matrix** in **HP Quality Center** for tracking the requirement to software requirement specifications.
  + Worked on **Tableau** to generate reports and visualizations.
  + Prepared **GAP Analysis** Document to display current and future business process with **MS Visio**.
  + Used **Rational Requisite PRO** for requirements management and **traceability** among requirements, uses cases, business rules and test cases.
  + creating and modifying **SQL** reporting services reports for use inside and outside **Dynamics CRM**.
  + Created Screen mock-ups to elicit new requirements and align them around project scope using **HTML** and **MS Visio**.
  + Involved in creating **test plans, test cases** and **test scripts** for different modules in the application according to the **Business Requirement Documentation**.
  + Analyzed high-level business requirements to create **Use Cases** and **Use case diagrams** using **Rational Rose**

according to **UML** methodology.

* + Collected, documented and managed Business Requirements using **Team Foundation Server.**
  + Fine-tuned **SQL Queries** for maximum efficiency and performance.