RUCHIKA BAKAYA

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PROFILE

Technical Business Analyst with over 7 years of experience in the Software Development Life Cycle (SDLC) in an Agile environment. Expertise in requirements gathering, Project Management, Business Analysis, and stakeholder management. Passion for delivering quality software by providing functional and technical mapping for IT solutions.

CORE COMPETENCIES & SKILLS

Business Skills - Requirement Gathering, Business Analysis, Data Analytics, Project Management, Customer Engagement, Agile, Scrum, Stakeholder Management, API Integration, User Stories, Coding, User Acceptance Testing (UAT)
Tools - MS Project, JIRA, Confluence, Tableau, MS Visio, Balsamiq, Slack, MS Visio
Databases and Languages - SQL, Java, R, JSON, XML, UML, HTML, CSS, Linux/UNIX, REST API
Certifications - Certified Scrum Product Owner (CSPO®), Certified Scrum Master (CSM®), IBM Watson Analytics

EXPERIENCE

Infozech Software Private Limited   New Delhi, India
Business Analyst - Program Management   04/2017 - 06/2019
- Liaison between client, engineering, operations, UI/UX, and QA team to led requirements gathering session, design, use-case preparation, and delivery for a financial data reconciliation application (saving $20K/year).
- Conducted gap analysis and Business Process Reengineering workshops resulting in a 10% increase in system usage.
- Enhanced product usage by 40% for the client by analyzing data from different sources using Tableau, and getting features developed using Agile methodology.
- Spearheaded the program strategy, analysis, management, and implementation of a multi-million-dollar software project for the largest telecom operator in Kenya.
- Collaborated and communicated the goals (epics, user stories, features) clearly across the cross-functional scrum teams to establish the same vision using storyboarding, wireframes, lightweight modeling, and personas.
- Analyzed customer usage data with tools such as SQL, Tableau, and created corporate dashboards which helped increase revenue by $30K/year.

Mahindra Comviva Technologies   Gurgaon, India
Senior Software Engineer   09/2011 - 04/2016
- Led onshore and offshore cross-functional teams to deliver a telecom software catering to 12M+ subscribers.
- Acted as a liaison for 19 France Telecom Operators to resolve major escalations and deliver projects on-time.
- Demonstrated initiative and leadership by introducing agile development methodology, Lean Kanban, in two majors pilot projects; improved quality (40%), speed-to-market, and predictability through a faster client feedback loop.
- Spearheaded operations, implementation, and customer feedback for a telecom software serving 900M+ users.
- Created, tested, and accepted user stories to ensure they satisfy acceptance criteria and business requirements.
- Interviewed stakeholders, and conducted JAD sessions, brainstorming sessions, document analysis, and workshops to gather and clarify business requirements.
- Documented Business Requirements Document (BRD) and Functional Specification Document (FSD), and assisted in creating ER diagram, use cases, data flow diagram in Visio.

EDUCATION

University at Buffalo, The State University of New York, Buffalo, NY
Master of Science (MS), Management Information Systems (MIS)   08/2019 - 05/2020

School of Inspired Leadership, India
Post Graduate Program (MBA), General Management   04/2016 - 04/2017

Punjab Technical University, India
Bachelor of Technology, Computer Science and Engineering   06/2007 - 08/2011