

Contact

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(LinkedIn)

Top Skills

Agile & Waterfall Methodologies

Wireframes

Use Case Diagrams

Languages

English

Hindi

Telugu

Certifications

Installing and Administering
Atlassian JIRA

Agile at Work: Building Your Agile
Team

Agile Project Management

Insights from a Business Analyst

Business Analysis Fundamentals

Honors-Awards

NYU Scholarships

International Poetry Competition - In
top ten Position

Publications

Worked on IEEE paper

Jaahnavi Arja

Product owner at Nissan Motor Corporation
Nashville Metropolitan Area

Summary

My passion for making things happen always pushes me to strive for the best possible results that best matches the end-users' needs. With a customer-facing role and cross-functional collaboration skills, I communicate easily with non-technical clients while still capturing the technical nuances of the requirements for developers. With the drive to make things even better, I've worked through the full product life cycle, from market analysis to product roll-out, to improve processes and deliver more efficient results.

Databases: MySQL, MS SQL Server

Req Management Tools: Share point version one, Jira

Methodologies: Waterfall, Agile, V, Spiral, prototyping

Business Modeling Tools: MS Visio, Rational Rose, UML, Flickr,

Mockingbird, Smart draw

Testing Tools: HP-ALM, Load Runner, Quick Test Professional
(QTP)

Reporting Tools: Tableau, MS Office(Excel, Word, Pivot tables,
Access, PowerPoint, Outlook.

Prototyping Tools: Online freeware.

Experience

Nissan Motor Corporation

Product Owner

May 2017 - January 2020 (2 years 9 months)

Greater Nashville Area, TN

Define the vision and prioritize backlog for Parts and Service features within Dealer Business System application.

Identify and balance the needs of internal and external stakeholders while managing to the technical capabilities of the application.

Managing the product backlog and prioritizing the needs.

Convey the vision of the product by aligning to a product road map and facilitating user story refinement sessions with the development team.

Overseeing the development stages and the clients expectations.
Facilitate weekly stakeholder meetings, sprint reviews, and team retrospective sessions.
Evaluate the progress of the product after each iteration.
Ensure that the team always has an adequate amount of prior prepared tasks to work on.
Assess value, develop cases, and prioritize stories, epics and themes to ensure work focuses on those with maximum value that are aligned with product strategy.
Work closely with Product Management to create and maintain a product backlog according to business value or ROI.
Provide an active role in mitigating impediments impacting successful team completion of Release/Sprint Goals.
Manage and resolve daily operations incidents and escalations reported by users and stakeholders.
Participate in the daily Scrums, Sprint Planning Meetings, and Sprint Reviews and Retrospectives.

PlanITROI

Lead IT Business Analyst

October 2016 - April 2017 (7 months)

Greater New York City Area

Understanding the needs of multiple stakeholders and facilitating the negotiation of requirements

Helped in leading the design, development and implementation of a fully web-based (ASP.net,C#,SQL) database program (PlanITvision) that controls all facets of asset management, from receiving, auditing, pricing, accounting, warehousing and auto-posting from multiple sites.

Streamlining and assisted in the product line lifecycle across multiple internal and external teams including OEM, Sales (B2B, B2C & D2C), Purchasing, Operations, Customer Service, Accounting, and IT.

Creating the BRDs, FRDs and process flow diagrams along with scheduling the meetings and presenting the flow charts for the process flow improvements and power point presentations for the executive team.

Adapted agile(Kanban) and waterfall methodologies as per the project need and getting the issues and progress of all the projects in daily standup call.

Helped in managing the day-to-day activities of the refurbishment process to assure that all client and customer SLAs are met.

Assisted in defining, developing and executing the structure and best practices for the company's systems including web/desktop based applications, ERP Systems, Integration, third party software.

Determining the priorities, KPI's and aligning the projects accordingly.

Maintain documentation of project planning and help desk tickets. Use help desk ticketing system to identify and organize priority of IT issues. Assist in website development and maintenance.

Reviewing reports(csv and excel) as per the matrix rules defined for inventory, clients, B2B vs. B2C amongst retail, ecommerce and marketplace channels before being transferred via EDI to the client.

Assisted in developing & forecasting the strategy to maximize client recovery on assets in reverse logistics, process of RFP/RFI for the bidding process(ebay) and RMA's.

TECHVISION, INC.

Business Analyst

December 2015 - October 2016 (11 months)

Greater New York City Area

Orchestrate the collaboration between Product owners, Business sponsors, Subject Matter Experts, Experience Designers, Testers, and Development groups by removing roadblocks and fostering communication.

Act as a liaison between client and technical solutions/ support groups, using communication skills to elicit, document, analyze and validate client requirements.

Conduct a gap analysis and provide current state vs future state analysis for the business processes.

Build cost-effective technical plans that optimize organizational resources and new technologies.

Cultivate productive relationships with clients as the primary liaison on all technical queries and challenges and develop training documents for new hires and employees.

Delivering elements of systems design, business rules, wireframes, or other detailed deliverables.

Test application for required functionality changes and usability ensuring changes meet requirements.

Manage and coordinate UAT testing process by providing prioritization around defects, proposing workarounds, and ensuring to obtain sign-off from the business .

Making sure that the projects are closed out in time and making sure that all the departments functionality is smooth and tracking the NFRs on the basis of the expected performance.

Using MS SQL scripts to make necessary changes to the reports and the RDBMS as per the request of stakeholders.

Gooch & Housego

Systems Engineer Intern

June 2015 - August 2015 (3 months)

San Francisco Bay Area

BRIDGESTONE AMERICAS

Technical Business Analyst

January 2014 - June 2015 (1 year 6 months)

Sacramento, California Area

Perform research and interviews to determine IT business requirements and then translate such into specifications for technical projects

Coordinating with different project managers on the team

Collaborate with the application support team and business owners concerning system issues

Assist technical staff with development activities including design, test, and documentation

Worked cross-functionally with other teams to ensure proper involvement and communication for the projects

Analyze and evaluate the requests from business owners and help to establish priorities for enhancement or new functionality.

Manage client relationships at all levels, including technology engineers, developers as well as executive and senior management.

Develop and deliver comprehensive project related presentations and status reports to Steering Committee, Senior and Executive Management.

Coordinated the efforts of the development and QA teams to see the requirements through to implementation.

Assist in Change management activities and help the project meet schedule, business and budget objectives.

Created and maintained dashboards in JIRA and developed new Epics, User Stories and Sub-Tasks for the ease of managing the work cycle

Analysed change requests to determine feasibility in relation to existing technical requirements, processes, and data models and enhanced the IT intake process

Develop and conduct ad hoc analysis in pursuit of root-cause understanding of various challenges and issues presented to the business related to inventory support.

Ensured that knowledge is documented and distributed to stakeholders

Assisted in Identification and implementation of hardware to be used for new technology initiatives

Worked with support teams to ensure that they are prepared to provide technical support for new initiatives

Barnes & Noble, Inc.

Business Analyst

August 2012 - July 2013 (1 year)

India

Analyze business requirements (functional and technical requirements, information need, business processes) by conducting information-gathering sessions with clients, analyzing the information and prioritizing the requirements to gain understanding of the business needs.

Oversee all RFP and Scope of Work deliverables with some project work and business analysis, such as initial discovery calls with sales, pre-project documentation and revisions to those documents, change order management and associated status reports.

Creation of presentation materials to support the sales organization using Power point presentations and analytic reports.

Distinguish user requests from the underlying true needs.

Conduct training and development materials and programs for new products and upgraded functions.

Used MS Visio to carry out the business modeling, data modeling, and object modeling efforts to develop the business architecture for rapid and controlled application development.

Involved in the project management defining the project to clearly understand the related requirements, risks, constraints, and assumptions.

Developed Data Flow, Work Flow, Process Flow, and Entity Relationship Diagrams in MS Visio.

Worked as an Interface between the users and the different teams involved in the application development for the better understanding of the business and IT processes.

Ensured that Product Backlog sprints(AGILE) were run on time and the deliverables were efficiently released.

Follow-up with the Developers and QA team for maintaining schedules for release, bug fixes and any issues related to the application.

Created and maintained Requirement Traceability Matrix and Conducted User Acceptance Testing.

Education

Northwestern Polytechnic University

Master's Degree · (2014 - 2015)

New York University

· (2013 - 2014)