Richa Basnet

Business Systems Analyst ▪ US Citizen

Contact

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Skills

Ability to demonstrate critical thinking while eliciting requirements to understand the real need for the request.

Skilled in gathering, analyzing, and translating business requirements into functional specifications that were used to design and implement business solutions.

Knowledge in creating Wireframes, Mockup Screens, Prototypes and User Interfaces using LucidChart, MS Visio & Balsamiq.

Core Skills: Business Analysis, Team Facilitation, Product Management, Scrum and Kanban, SAFe Principles, Lean-Agile.

Agile Coaching.

Product Roadmapping.

Profile

Highly driven Agile Business Analyst with 4+ years of experience seeking to maximize technical excellence and continuous communication to execute complex projects and deliver results. A proven leader with a strong agile mindset to improve processes and products, meeting user experience requirements through a big picture focus and strategic planning. Applicant is initiative-taking, a quick learner, and a team player with exceptional interpersonal, communication, and leadership skills. Keen ability to thrive in fast-paced and high-pressure settings. Hungry for continuous knowledge and growth with an aim to apply solutions to company products and systems.

Courses

Agile Team Facilitation, International Consortium of Agile Certified Professional (ICAgile)

Agile Fundamentals, International Consortium of Agile Certified Professional (ICAgile)

Certified Agile Business Analyst (LAI-ABA), Lean Agile Institute (LAI-ABA)

Big Data and Analytics Graduate Certificate, DeVry University

Tools & Technologies

Balsamiq	Cisco Commerce Workspace	Rally
Draw.io	Microsoft Visio	Adobe Suite
Confluence	Google Analytics	Trello
Salesforce	Microsoft Office	Zoom
Tableau	IBM Watson Analytics	Slack
Funretro	IBM SPSS	Jira

Employment History

Agile Business Analyst, Maya Partners
November 2019 - Present

- Ensuring a common understanding amongst the team on business values/ goals to provide collaborative solutions to address business needs.
- Creating user stories in JIRA and managing tasks associated with the respective user story via continuous communication with the development team/ stakeholders.
- Defining relevant acceptance criteria for the respective user stories.
- Understanding Hireworks business strategy comprehensively to recommend applicable API and SAAS technology solutions aligning with the overall business vision.
- Facilitating various meetings such as requirement gatherings, kickoffs, story mapping sessions, product reviews, and demos.
- Documenting non-functional requirements by utilizing techniques such as user stories, use cases, story maps, data modeling, process flow modeling, screen mockups, etc.
- Prioritizing product backlog for refinement and sprint planning during the absence of the Product Owner.
- Facilitating backlog-grooming sessions to estimate user stories with story points and prioritizing development tasks with the Product Owner.
- Constructing technical specifications and design documents including mockup screens for custom reporting requests from external customers.
- Acting as a liaison to educate the technical teams and the business about functional requirements.
- Collaborating with the development team, QA, and production support teams to communicate, verify, test, and deploy the desired functionality changes.
- Simulating responsibilities of a scrum master as needed to organize daily stand-ups and retrospectives.

Business Analyst, Cisco Meraki
January 2018 – November 2019

- Conducted analysis/ requirements gathering sessions, documenting current and future business workflow processes, and understanding business strategy to recommend technology solutions and improve the overall business vision.
- Coordinated cloud migrations and planning that was cost-effective and streamlined for senior level management.
- Defined acceptance criteria for the user stories on Jira.
- Coordinated with the business users to demonstrate system changes and validate that all relevant business needs are addressed.
- Coached Product Owners to improve story writing and requirement gathering processes.

- Oversaw user story analysis sessions to create/ elaborate on user stories, technical stories, and user journeys on JIRA.
- Engaged with the project team and product owners to develop and consecutively update the Product Roadmap.
- Aided the product owner in understanding the true need within a request.
- Introduced tools /processes to successfully use Agile software development practices within a global team environment.
- Performed GAP Analysis to identify the scope and the importance of the new Cisco Commerce Workspace system.
- Crafted and maintained technical specification documents.
- Translated business requirements to technical and non-technical team members.
- Handled multiple competing priorities through effective organization and communication with the business owners, business stakeholders, software developers, and a wide range of project contributors.
- Comprehended the working of different systems/ the information exchanged across systems such as SFDC and CCW by serving as a subject-matter expert for the development team.

Junior Business Analyst, Lyca Mobile
July 2016 – December 2017

- Supported in planning, designing, and development of Lyca Mobile's business processes.
- Worked alongside the Product Owner to make sure requirements aligned with the technical specifications.
- Served as a Product Owner proxy to ask, answer, and attend any meetings making the process smooth for all parties.
- Worked with Scrum Master to align the team on story points that should be accomplished within a single sprint.
- Defined solid acceptance criteria for user stories and aided the QA to write test cases.
- Educated the technical teams about the business and functional requirements of clients.
- Participated in the management meetings to prioritize user stories for implementation and deliverables for the respective sprint.
- Designed detailed wireframes for the website pages using Lucidchart and Balsamiq alongside the Product Owner.
- Developed Test Plan, Test Cases, and Test Manuals to help stakeholders on usability and UAT testing.

Education

Keller Graduate School of Management, Master of Business Analytics and Business Intelligence
Oct 2019 – Present

University of Illinois at Chicago- College of Business Administration, Bachelor of Science in Marketing
2018