

# RISHIKA POWANY

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Senior Specialist offering 4.5 years of Marketplace industry success. Expert on business and systems requirements, user acceptance testing and end-user training. Accomplished at leveraging past lessons to inform future decision making.

## EXPERIENCE

**NOVEMBER 2017 – PRESENT**

**SENIOR SPECIALIST, IDP EDUCATION INDIA SERVICES LLP**

- Analyzed key aspects of business to evaluate factors driving results and summarized into presentations.
- Created workflow diagrams and presentations to clearly demonstrate processes and timelines.
- Documented business processes and analyzed procedures to align with changing business needs.
- Used JIRA, Confluence, Miro boards and other software tools to create documents and other communications.
- Played the role of an SME for Training clients on a Virtual Event platform to conduct virtual events.
- Credited for playing a key role in generating over 200,000+ leads [ student registrations] through digital events.
- Created detailed student lifecycle reports from student placement events for review by development team and by Product owner.
- Applied honed problem-solving skills to analyze and resolve issues impacting business operations and goal achievement.
- Assisted in planning of Marketplace rollouts and contributed in system testing.

**JULY 2016 – JULY 2017**

**UI DEVELOPER, MBF DIGITAL PRODUCTIONS PVT. LTD.**

- Communicated with product managers and UX designers to translate project requirements and business objectives into polished user interfaces.
- Improved and expanded project platforms using JavaScript to develop rich User Interfaces.
- Created site layout and user interface using HTML and CSS practices.
- Delivered user support to clients to train, educate, and answer questions.

## EDUCATION

**JULY 2016**

**MSC IT, DG VAISHNAV COLLEGE**

JULY 2014

BCA, MOP VAISHNAV COLLEGE

## SKILLS

- Microsoft Office
- Business Relationships & Communications
- Customer service
- Customer Relations
- Team Building
- Training and mentoring
- Requirements management
- Business Analysis
- Product development
- Research and trend analysis

## CERTIFICATIONS

- Business Analysis Foundations: Competencies.
- Building Business Relationships.
- Communicating with Charisma.
- Tips for Writing Business Emails.
- The Key to Good Communication: Your Audience.
- Agile at Work: Building Your Agile Team

## ACCOMPLISHMENTS

- Successful in rolling out Digital Event Product [ CVENT] to over 22 Countries
- Awarded as Hyper Helper for providing excellent customer service
- Received the Terrific Transformation award for providing excellent customer service
- Trained both internal and external stakeholders on Digital Event Product configuration and usage