

## PROFILE SUMMARY

- Offering 9 years of experience in Business Analysis. A result-oriented professional in Business Analysis in Software Industry with Multiple domains (CRM-Salesforce), Lifesciences, Pharma, R&D Clinical Trial, Logistic, Ecommerce, Non-Profit, Health & Care, Superannuation, Education
- Proficient Business analyst with excellence in gathering and understanding requirements of clients & other multiple stakeholders (at strategic and tactical levels), followed by translation into functional specifications as well as provisioning of suitable solutions
- Conduct Gap Analysis\Scope Analysis\Impact Analysis on Business Process using techniques like use case diagrams (UML) \ Context Diagram (Data Flow Modelling) \ BPMN (process modelling) \Flow charts
- Conduct AS-IS and TO-BE Analysis and suggest Fit for Business Solutions by designing a Change Strategy.
- Organize & Lead Requirement Gathering (Elicitation) meetings using techniques like Interviews, Questionnaires, Interface Analysis, Document Analysis, Brainstorming Sessions and Focus Group Discussions
- Strong acumen in organizing, analyzing, synthesizing and/or summarizing data using appropriate SDLC methodologies
- Managing requirements by preparing product backlog (breaking them into epics, features and user stories), then story grooming with scrum team and assisting team in estimating during sprint planning
- Prioritize Requirements using MOSCOW and Business Value methods
- Experience in writing Requirement Traceability Matrix (RTM) document and Artifacts in SDLC
- Deliver Requirement documents like BRD\FRD\SRS\Use Case\Process Flow\Change Requests\SRS\ Traceability Matrix\Mind Maps
- Communicate client's business requirements by constructing easy to understand data and process models
- Involved in creating wire-frames and mock ups for the system
- Verification\Validation of requirements to ensure they deliver business value by conducting various Reviews and workshops with clients
- Working with UX experts and HTML designers to focus on customer experience and personalization
- Proven track record in building and maintaining healthy business relations with clients, ensuring high customer satisfaction matrices by achieving delivery & service quality norms
- Analytical, meticulous and quality-oriented professional with an eye for detail
- Experienced in various SDLC methodologies including Waterfall, Agile
- Experienced in working on various technologies including Salesforce, Java, .Net, PHP, Drupal, Magento, JIRA, TFS, AZURE DEVOPS
- Experienced in working on Desktop based, Web based, and Mobile based Windows, Android, IOS Applications

## CORE COMPETENCIES

- ☐ Business Analysis, Competitive Analysis, Requirement Gathering
- ☐ Liaison & Coordination, Client Interaction, Stakeholder Management
- ☐ Process Reengineering, Product Wireframing and Prototyping
- ☐ Product Development Lifecycle, Training Delivery, Product Management
- ☐ Agile Methodology, Exceptional Negotiator

## ORGANISATIONAL EXPERIENCE

### HCL Technologies – Senior Business Analyst (Nov 2021– till now)

**Project:** BIOGEN

**Technology:** Salesforce (CRM)

**Responsibilities:**

- Analyzing & producing the functional requirements and specifications based on client requirements such as Business Requirements Document (BRD), User Stories
- Participating in SCRUM ceremonies to translate product requirements into user stories, define acceptance criteria, and guide prioritization of the product backlog
- Led planning meetings, JAD sessions, analysis development, test inspections, and other project meetings throughout the project life cycle
- Directly coordinating with stakeholders while conducting elicitation process and getting the system implemented
- Managing cross functional teams, stakeholder communication and overseeing product development from inception to implementation
- Working closely with SME/Product Owner and client to establish exact requirements and manage expectations
- Product Backlog Management – User Story Grooming, Use Case Creation, Backlog & Ticket prioritization as per client need
- Conduct Daily Stand-ups, Product Demos & Retrospective meetings

**Projects:** NOVARTIS**Technology:** Drupal**Responsibilities:**

- Established key roadmap themes, determined which features to be added to the roadmap using priority matrix
- Documented user stories, specifications, and product features to communicate across team to build requirements
- Coordinated with Key Stakeholders, application teams, SMEs to understand their different requirements and then provided solution.
- Organized Scrum Meetings, liaison between development team and leadership team and product delivery.
- Allocation of work to development team and making sure that they understand the user stories.
- Involved in designing functional and business requirement document.
- Prepared UAT, Functional Testing and initial analysis to the defects identified.
- Performed application testing along with QA team.
- Status reporting and maintaining the Story Log.
- Done Sprint Grooming and Sprint Retro meetings and analyzed the risk factor beforehand
- Conducted Dry run, UAT session with Team and Customer
- Led all testing related activities like Unit testing, functional testing, system testing & User acceptance testing

**Projects:** LEO PHARMA**Technology:** Drupal**Responsibilities:**

- Coordinated with Key Stakeholders, application teams, SMEs to understand their different requirements and then provided solution.
- Documented user stories, specifications, and product features to communicate across team to build requirements
- Developed and managed GxP system lifecycle documentation, including validation plans, User Requirements Specifications, Functional and Design Specifications, Testing Protocols (IQ/OQ/PQ), User Acceptance Testing, Traceability Matrix, Validation Reports, Change Control Documentation, and Risk assessment reports
- Coordinated with Key Stakeholders, application teams, SMEs to understand their different requirements and then provided solution.
- Organized Scrum Meetings, liaison between development team and leadership team and product delivery.
- Involved in designing functional and business requirement document.
- Prepared UAT, Functional Testing and initial analysis to the defects identified.
- Performed application testing along with QA team.
- Status reporting and maintaining the Story Log.
- Done Sprint Grooming and Sprint Retro meetings and analyzed the risk factor beforehand
- Conducted Dry run, UAT session with Team and Customer
- Led all testing related activities like Unit testing, functional testing, system testing & User acceptance testing

**Projects:** IKEA

**Technology:** Salesforce

**Responsibilities:**

- Coordinated with Key Stakeholders, application teams, SMEs to understand their different requirements and then provided solution.
- Documented user stories, specifications, and product features to communicate across team to build requirements
- Organized Scrum Meetings, liaison between development team and leadership team and product delivery.
- Involved in designing functional and business requirement document.
- Prepared UAT, Functional Testing and initial analysis to the defects identified.
- Performed application testing along with QA team.
- Status reporting and maintaining the Story Log.
- Done Sprint Grooming and Sprint Retro meetings and analyzed the risk factor beforehand
- Conducted Dry run, UAT session with Team and Customer
- Led all testing related activities like Unit testing, functional testing, system testing & User acceptance testing

**Mercer –Lead Business Analyst (March 2021– Nov 2021)**

**Projects:**

**MST (Australia)**

**Technology:** Superannuation

**Responsibilities:**

- Analyzed & produced the functional requirements and specifications based on client requirements such as Business Requirements Document (BRD), User Stories.
- Directly coordinated with stakeholders while conducting elicitation process and getting the system implemented
- Product Backlog Management – User Story Grooming, Use Case Creation, Backlog & Ticket prioritization as per client need
- Conduct Daily Stand-ups, Product Demos & Retrospective meetings
- Manage & Execute UAT and liaised with 3<sup>rd</sup> parties on behalf of business
- Implementing Scaled Agile Framework & KANBAN for product teams
- Sprint Planning, Complexity Pointing, Gap analysis & Sprint Execution
- Coordinated with Key Stakeholders, application teams, SMEs to understand their different requirements and then provided solution.
- Organized Scrum Meetings, liaison between development team and leadership team and product delivery.
- Involved in designing functional and business requirement document.
- Prepared UAT, Functional Testing and initial analysis to the defects identified.
- Performed application testing along with QA team.
- Status reporting and maintaining the Story Log.
- Done Sprint Grooming and Sprint Retro meetings and analyzed the risk factor beforehand
- Conducted Dry run, UAT session with Team and Customer

**GIRIKON –Senior Business Analyst (July2019– Feb 2021)**

**Project:**

Education Centre of Australia (Australia)

**Technology:** Salesforce CRM (Sales Cloud, Service Cloud & Community Cloud)

**Responsibilities:**

- Analyzed & produced the functional requirements and specifications based on client requirements such as Business Requirements Document (BRD), Scope of Work (SOW), Functional Specifications Document (FSD), User Stories.
- Coordinated with Key Stakeholders, application teams, SMEs to understand their different requirements and then provided solution.
- Organized Scrum Meetings, liaison between development team and leadership team and product delivery.

- Involved in designing functional and business requirement document.
- Prepared UAT, Functional Testing and initial analysis to the defects identified.
- Performed application testing along with QA team.
- Status reporting and maintaining the Story Log.
- Done Sprint Grooming and Sprint Retro meetings and analyzed the risk factor beforehand
- Conducted Dry run, UAT session with Team and Customer
- Created prototypes/wireframes using Wireframing tools including Axure.
- Directly coordinating with stakeholders while conducting elicitation process and getting the system implemented
- Managed & Executed UAT and liaised with 3<sup>rd</sup> parties on behalf of business

**Project:**

Delta Gymnastics (USA)

**Technology:** Salesforce CRM (Sales Cloud, Community Cloud)

**Responsibilities:**

- Analyzed & produced the functional requirements and specifications based on client requirements such as Business Requirements Document (BRD), Scope of Work (SOW), Functional Specifications Document (FSD), User Stories.
- Coordinated with Key Stakeholders, application teams, SMEs to understand their different requirements and then provided solution.
- Organized Scrum Meetings, liaison between development team and leadership team and product delivery.
- Involved in designing functional and business requirement document.
- Prepared UAT, Functional Testing and initial analysis to the defects identified.
- Performed application testing along with QA team.
- Status reporting and maintaining the Story Log.
- Done Sprint Grooming and Sprint Retro meetings and analyzed the risk factor beforehand
- Conducted Dry run, UAT session with Team and Customer
- Created prototypes/wireframes using Wireframing tools including Axure.
- Directly coordinating with stakeholders while conducting elicitation process and getting the system implemented
- Manage & Execute UAT and liaised with 3<sup>rd</sup> parties on behalf of business

## **Flexsin Technologies –Senior Business Analyst (Jan2019– Jun2019)**

### **Projects:**

PIEORAMA (Mobile Application), SIDBI (Web Application and Backend Software), Maritime (Marine Application)

### **Responsibilities:**

- Analyzed & produced the functional requirements and specifications based on client requirements such as Business Requirements Document (BRD), Scope of Work (SOW), Functional Specifications Document (FSD), User Stories.
- Coordinated with Key Stakeholders, application teams, SMEs to understand their different requirements and then provided solution.
- Organized Scrum Meetings, liaison between development team and leadership team and product delivery.
- Involved in designing functional and business requirement document.
- Prepared UAT, Functional Testing and initial analysis to the defects identified.
- Performed application testing along with QA team.
- Status reporting and maintaining the Story Log.
- Done Sprint Grooming and Sprint Retro meetings and analyzed the risk factor beforehand
- Conducted Dry run, UAT session with Team and Customer
- Created prototypes/wireframes using Wireframing tools including Axure.
- Directly coordinating with stakeholders while conducting elicitation process and getting the system implemented
- Manage & Execute UAT and liaised with 3<sup>rd</sup> parties on behalf of business

## **Icreon Communications Pvt. Ltd. – Associate Business Analyst (Nov2014 –Dec2018)**

### **Projects:**

**Project:** FREIGHTCENTER (USA)

- Maintained healthy business relations with the clients while ensuring maximum customer satisfaction in the best demonstrative manner
- Analyzed & produced the functional requirements and specifications based on client requirements such as Business Requirements Document (BRD), Scope of Work (SOW), Functional Specifications Document (FSD), User Stories.
- Coordinated with Key Stakeholders, application teams, SMEs to understand their different requirements and then provided solution.
- Organized Scrum Meetings, liaison between development team and leadership team and product delivery.
- Analyzed & produced the functional requirements and specifications and recommending design modifications based on client requirements such as Business Requirements Document (BRD), Functional Specifications Document (FSD), and Software Requirement Specifications (SRS), User Stories and User Manual.
- Created prototypes/wireframes using Wireframing tools including MS Visio, Axure, Pencil, etc.
- Reviewed the engineering / design changes and resolving quality related problems associated with design
- Identified assignable and chronic causes by the use of latest analysis techniques for eliminating wastages while enhancing software/application efficiency
- Directly coordinating with stakeholders while conducting elicitation process and getting the system implemented

**Project:** XPO LOGISTIC (USA)

- Maintained healthy business relations with the clients while ensuring maximum customer satisfaction in the best demonstrative manner
- Analyzed & produced the functional requirements and specifications and recommending design modifications based on client requirements such as Business Requirements Document (BRD), Functional Specifications Document (FSD), and Software Requirement Specifications (SRS), User Stories and User Manual.
- Created prototypes/wireframes using Wireframing tools including MS Visio, Axure, Pencil, etc.
- Reviewed the engineering / design changes and resolving quality related problems associated with design
- Identified assignable and chronic causes by the use of latest analysis techniques for eliminating wastages while enhancing software/application efficiency
- Directly coordinating with stakeholders while conducting elicitation process and getting the system implemented

**Project:** FREIGHT MANAGEMENT SYSTEM (TEHRAN)

- Coordinated with Key Stakeholders, application teams, SMEs to understand their different requirements and then provided solution.
- Documented user stories, specifications, and product features to communicate across team to build requirements
- Organized Scrum Meetings, liaison between development team and leadership team and product delivery.
- Involved in designing functional and business requirement document.
- Prepared UAT, Functional Testing and initial analysis to the defects identified.
- Analyzed & produced the functional requirements and specifications and recommending design modifications based on client requirements such as Business Requirements Document (BRD), Functional Specifications Document (FSD), and Software Requirement Specifications (SRS), User Stories and User Manual.
- Created prototypes/wireframes using Wireframing tools including MS Visio, Axure, Pencil, etc.
- Reviewed the engineering / design changes and resolving quality related problems associated with design
- Identified assignable and chronic causes by the use of latest analysis techniques for eliminating wastages while enhancing software/application efficiency
- Directly coordinating with stakeholders while conducting elicitation process and getting the system implemented

## KEY SKILLS

- Excellent communication skills
- Strong interpersonal and motivational skills
- Excellent team player
- Excellent client management skills

## ACADEMICS

- Bachelor of Technology (**B-Tech**) from Dr. A.P.J. Abdul Kalam Technical University
- 12th from CBSE Board
- 10th from CBSE Board

## ACHIEVEMENTS

- Undergone 4 weeks training in yr. 2010 as Engineering Student Trainee in MECHANICAL department of MINDA INDUSTRIES LIMITED under the guidance of the General Manager
- Presentation delivered on a DIFFERENTIAL MECHANISM and AUTOMATIC TRANSMISSION SYSTEM
- Member of school and college Volleyball and Football team
- Actively participated in various events in Tech fest

