

Shraddha Kishor Patil

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Career Objective: To obtain a challenging position as Senior Business Analyst that would increase business productivity of the organization & in turn enhance my skills & competency.

Professional Summary:

- With 4+ years of experience in Business Analysis and CRM Functional Consulting
- Expertise in Requirement Gathering, Documentation, Stakeholder Management
- Knowledge of Business Analysis Planning and Monitoring, Requirements Analysis, Solution Assessment and Validation
- Knowledge on Business Analyst Documentation (BRD, Scope Document, FDD, Process Workflows, Use-Cases, UAT Scenarios)
- Actively worked on CRM which involves providing functional support to client. Creating clear and well-designed reports for consumption at all levels of the organization
- Well versed with SDLC – Agile, Scrum methodologies

Technical Proficiencies:

- Strong business analytical skills – Ability to write and edit software requirements
- Translate business requirements and provide functional solution doing system analysis
- Collaborating with technical team for knowledge transfers and solution designing
- Familiar with Business Analysis Tools: MS Office (Word, Excel, Power Point), MS Visio, Draw.io, My SQL, SharePoint, Oracle CRM on Demand, Confluence, JIRA
- Work closely with the development and product teams and clearly communicate with all stakeholders and monitor progress of projects
- Collaborate and provide business analysis support to the product owner, business sponsors, SMEs and testers during entire product development
- Answer ad hoc questions and provide clarification/direction to development and support teams regarding user stories

Work Experience:

- Business Analyst at Systems Plus (March 2019- Present)
- Business Analyst & CRM Consultant at WNS Global Services (August 2016- March 2019)

Project Details:

Company Name: Systems Plus

Project Names:

1. Ummeed Child Development Center (Healthcare Domain)
2. AncoTrans (Shipping and Logistics Domain)

3. ASAPP (Sales Domain)
4. iTEDIUM (Insurance Domain)

Roles and Responsibilities:

1. Involved in Vendor Evaluation and finalization process.
2. Creating user documents using Confluence tool. Prepared High-Level Workflows.
3. Facilitating workshops with key stakeholders to capture user stories along with logging and tracking issue status in JIRA.
4. Refining user stories, ensuring they have clearly defined and testable acceptance criteria.
5. Supporting UAT to ensure issues are addressed in a timely manner.
6. Co-ordination with client and vendor for ensuring smooth delivery of the application.
7. Supervising the quality and completeness of BRD, Scope Document, FDD, User Manuals and Project Plan shared by vendor.
8. Working directly with product owners and stakeholders to elicit their feedback on customer satisfaction items.

Company Name: WNS Global Services

Project Names:

1. Risk Mate Tool (Risk and InfoSec Domain)
2. Gate Pass (Facility Domain)
3. Gifting Portal (Marketing Domain)

Roles and Responsibilities:

1. Effectively communicating with business users for understanding requirements related to IT systems and enhancements.
2. Creating Functional Specification Documents including data flow diagrams, to clearly define and represent the requirements / As-Is and To-Be Processes for an application. Furthermore, obtaining Sign Off on the same from the clients.
3. Knowledge transfer to development and testing team.
4. Assisted users in performing UAT of the application.
5. Assisting users with Post-Go Live process.
6. Actively involved in CRM processes along Sales and Marketing Team.
7. Generating CRM Reports based on client requirements.

Awards and Recognitions:

- Received an award from CEO for “**Team of the Quarter**” at Systems Plus

- Received an award from GCFO for “**Business Innovation**” at WNS
- Received an award from my manager for “**Team Collaboration**” and “**Strong Business Communication**” at WNS

Academic Qualifications:

- B.E (Computer Science and Engineering) from Amravati University: 2011-2015
- HSC from Mumbai University: 2010-2011
- SSC from Mumbai University: 2008-2009

Certifications:

- **Certified Scrum Master (CSM)** - Credential ID 001090979 [Issued Jul 2020: Expires Jul 2022]
- **Automation Anywhere Certified RPA Professional (V11.0)** - Credential ID 19962334 [Issued Jul 2020: No Expiration Date]

Strengths:

- Strong verbal and written communication
- Ability to manage a team
- Ability to learn a new domain
- Ability to multitask
- Active Listener

Personal Details:

Name: Shraddha Kishor Patil

DOB: 31st March 1993

Current Address: Dheeraj Enclave Tower 1A/ 1003, OPP BHOR IND. W.E Highway, Near Annex Mall, Borivali East, Mumbai: 400066.

Languages Known: English, Hindi, Marathi

Marital Status: Single