Disha Aggarwal

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CAREER OBJECTIVE

Business Analyst / Product Owner with 11 years of offshore and onsite experience in multiple domains. Led teams from ideation to implementation, enhanced system performance by automating manual processes, performed requirement gathering, engaged stakeholders, built/improved/defined processes, and achieved positive ROIs on projects across multiple domains. **(Holding B1/B2 visa till 2024)** Pursuing **Post Graduate Program in Product Management from IIM Lucknow.**

ACHIEVEMENTS

- Alumni of **IIM Lucknow**
- Certified **Design Thinking Practitioner** and **Python Programmer**
- Declared as '**Employee of the Quarter**' 7 times
- Received client nominated '**Insta Awards**' 5 times
- Envisaged the manual salesforce process and release note documentation and took ownership of automating both the processes. Received formal appreciation from top management and clients for automating the salesforce project and release notes project
- Acted as single point of contact for Salesforce project
- Received commendation for clear and concise writing and product diagrams during onsite experience
- Interacted with the top management / key decision-makers of various organizations across various industries; understood key business challenges, and proposed suitable solutions
- Prioritized project delivery by managing multiple projects simultaneously and ensured the product is delivered within the SLA with quality control
- Prepared and gave presentations to management/end users during various phases of SDLC
- Juggled between various roles such as **'Design Thinker'**, '**Salesforce Project Manager', 'Product Manager', 'Product Owner', 'Business Analyst'** and **'Technical Analyst'**

PROFESSIONAL COMPETENCIES

- Highly polished and confident communication ability; possess written, verbal, interpersonal, presentation, and people management skills
- Organized, self-disciplined, and leads others towards common outcomes. Initiative-taker who can manage own time and manage plans or schedules for assigned projects
- Ability to translate customer needs into information solutions and create customer journey maps
- Expertise in writing knowledge articles, manuals, user guides, business requirements, functional requirements, non-functional requirements, date models, as-is and to-be processes
- Analysed, defined and documented interfaces of manual to automated operations between new and existing systems
- First-hand experience in complete SDLC agile methodology
- Experience in preparing user stories, epics, BRD/FRD, use cases, process flow diagram, UI mock-up, prototypes, thereby converting them into an effective feature requirement document
- Strong analytical skills, able to extract, transform, analyse and interpret large complex data sets
- Develop strategic initiatives with cross business senior level managers by conducting strategic mapping and industry benchmarking exercises

TECHNICAL SKILLS

Confluence (Atlassian), MS Office, MS Visio, Microsoft Teams, Dreamweaver, SnagIt, Camtasia, Visual Modelling tools, MS Project, Madcap Flare, SharePoint, FileZilla, Core FTP, AS400, JIRA (Atlassian), UML, Dropbox (SaaS), Salesforce (Cloud SaaS), Python IDE, and Tableau, QlikView, Splunk

Product Owner / Senior Documentation Specialist – Qualcomm Incorporation (Dec 2015- Till Date)

- Manage all aspects of development and production including translation of product requirements, planning production schedule, including version control, release management
- Lead a team of business analysts and manage work allocation
- Create, manage, and groom product backlog
- Engage clients by gathering and documenting requirements, showcasing developments, and managing change requests
- Document, track and provide updates on project status as well as participate in sprint planning and knowledge transfer sessions
- Supervise development teams to produce and prioritize jobs, reorganizing workloads to meet deadlines
- Estimate project milestones and perform UAT testing, product usability testing, A/B testing, funnel testing, and interaction design UX (user experience)
- Take go/no-go decisions and manage the release of beta and earlier versions
- Demonstrate ownership of the document set, performance of the business, and success of the clients
- Partner with cross-functional teams from product management and work as a team leader on various departmental projects
- Perform release tracking and cross-team co-ordination
- Work with subject matter experts for root cause analysis of identified failures and understand proper action
- Provide technical and architectural expertise to assist clients with defining their requirements
- Create a traceability matrix
- Conduct requirements workshop/scrum meetings with internal/external stakeholders to identify business needs and determine deliverables
- Validate business processes, analyse report findings and provide status reports
- Collaborate with SMEs/global teams to understand how regulation affects products and document requirements

  CRM (Salesforce) Project Manager- This project improved, optimized, and eliminated current manual processes
  - Improve on-time delivery by 70% and increase efficiency of production. Tests resulted in 30% reduced cases
  - Identify manual inefficiencies, gaps in the reporting, and difficulties to track ROIs
  - Create and manage project plans and roadmaps
  - Develop communication plan and build continuity through well-defined processes
  - Adjust schedules and plans as needed, and identify and resolve issues to ensure project success
  - Analyse business requirements and convert them into effective salesforce solutions
  - Set the expectations and delivery timelines in accordance with the business requirements
  - Promote single team theme to deliver the project on time, on budget and zero production defects on a global level
  - Develop tools, process templates and standards to work streams
  - Govern and manage work streams with globally distributed personnel

  Documentation Specialist
  - Provide documentation for new processes and ensure seamless execution and delivery of documents
  - Prepare product case studies and marketing collaterals such as whitepapers and brochures

- o Create different flavours of documents such as API documents, developer guides, business release bulletins, release notes, BRD (business requirement documents), technical specifications, product service descriptions, implementation guides, reference manuals, device specifications, design guidelines, software interface manuals, user guides, release notes, training presentations, and workflows
  - o Prepare storyboards, product demos/videos, and FAQs, process/product design documents, structured authoring, and website content
  - o Plan, review, and edit the release of documents

Lead Technical Analyst / Writer – Broadridge Financial Solutions Pvt. Ltd, Hyderabad with on-site experience (April 2011- Nov 2015)
- Worked on applications that act as platform for bonds and equity products
- Setup templates for development teams and created document repository in HTML and PDF formats
- Analysed business user needs, created project plans using MS Project and business requirement documents (BRDs) using Visio software
- Interviewed and worked with recruiting personnel and management to develop system and process documentation in consistent formats
- Developed alternate business processes to eliminate process redundancies and increased business efficiency
- Reviewed and coordinated the preparation of reports, papers, and presentations for management
- Worked closely with project manager to assure that project plan adheres to the scope and that changes are approved and documented
- Participated in complete SDLC process, using Agile-scrum methodologies and worked as a scrum master
- Wrote User Guides, technical reports and related material
- Showcased the developments done at the end of each sprint to the client and captured the feedback / change requests, if any

Business Analyst, Xorient Technologies Pvt Ltd, New Delhi (August 2009-April 2011)
- Worked in a small to medium size team environment
- Assisted in the development, management and improvement of business analysis and project management processes
- Collaborated with development team in enforcing mandatory documentation for every project
- Performed gap analysis and identified process improvement opportunities
- Conducted sessions to give feature overview of the new releases
- Developed release documents for new product features and updated the older features in a consolidated document

PROFESSIONAL QUALIFICATION
Certification in Design Thinking, Python, Six Thinking Hats, C#, ADO.NET, ASP.NET, HTML / DHTML, DOEACC 'O' Level in B grade (65%-74%)

EDUCATIONAL QUALIFICATION
- Pursuing **Post Graduate Program in Product Management from IIM Lucknow**
- M.C.A from Bhopal Technical University (2009)
- B.A. from Avadh Girls Degree College, Lucknow University (2006)
- XII from Loreto Convent, I.S.C (2003)
- X from St. Agnes Loreto, I.C.S.E (2001)