**Nisha Srivastava( MBA- USA)**

Business Analyst/ Product Management/ Scrum Master
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**Northborough, MA**

**SUMMARY:**

* Worked with global teams to prepare functional business requirement documents and presentations for business to help clients choose from a best of breed models to satisfy their business and financial goals
* Developed trust and commitment with key stakeholders aligned to portfolio, to improve capabilities & better understand current/future business challenges
* Business Analysis /Product management skills • Solid understanding of business requirement gathering, business process flow, Product management, Support and Delivery, software development life cycle(SDLC), customer validation, , organizing JAD sessions and SCRUM stand ups ,creating epics and stories,prioritizingproduct/story backlogs, user acceptance testing (UAT) & documenting of test cases,defect management tools such as HP quality center and JIRA, DevSecops, confluence tool sets, functional knowledge on Salesforce and Siebel,Peoplesoft,,Waterfall, Agile- Scrum, MS Visio, HP Quality Centre, Service Now, web applications, SaFeagile,MS Office suite- Excel, MuleSoft- Anypoint Exchange, Word and Power point, MS Project, Lucid charts, Oracle ERP and Oracle applications.
* Able to connect and engage at all levels of an organization from front-line business leaders to technical experts, across multiple lines of business and varied geographies. Particularly skilled at translating business needs into detailed requirement documents and actionable plans.
* Excellent knowledge working with corporate groups like IT Security/ Risk/ Compliance/ Procurement/Supply Chain/
* Awarded by Oracle for “100% club excellence” and “Most Valuable Player”- 4 times.
* Certified by Serco: “Best Team Leader” and “Dream Manager" for the year 2008.

**PROFESSIONAL EXPERIENCE**

### Sr. Salesforce Business Analyst/integration Lead- Community Cloud/ MuleSoft

**National Grid / Wipro Aug 2018 – Current**

**Responsibilities:**

* Currently supporting a project called GRID Mod of National Grid (Corporate Visibility) as a senior Business Analyst/ Integration Project Lead
* Developing and deliver the following artifacts for an Agile project–Business requirement document (BRD), Conceptual Technical Document, Design document, Project Initiation Document, Test Strategy document,Requirement Traceability Matrix ( RTM), Data flow models , Design Document, Process mapping Work Flows etc.
* Participate actively in PI Planning- Scaled Agile Framework ( SAFe) and discuss program level EPICS and groom to break into user stories ( UI and Integration user stories) with Product Managers, Engineers and scrum team etc, create product backlogs and prioritize based on business and technical aspects. Also assign story points with the help of Scrum poker.
* Working closely with Salesforce architects on the Data Model , so that mainframe systems ( CRIS and CSS – Source Systems) are able to sync up with the help of the middleware ( MuleSoft) to Salesforce Community Cloud( Target System). Creating mapping sheets for this.
* Interacts extensively with various corporate business groups including procurement, IT security, legal, risk and compliance, procurement, vendor, sourcing, stakeholdersetc. and users to develop the project vision document, and add requirements that is aligned with corporate strategic objectives.
* Conducts monthly business prioritization meetings with the stakeholders identify features to be scheduled for the upcoming release.
* Working closely with the security team governance board to make sure project is compliant with National Grid security standards.
* Conducts weekly sprint planning meeting with the developers and quality assurance analysts to review user story, assign story points and assign cards to a respective sprint.
* Document meeting minutes from JAD sessions and obtained sign-offs from JAD participants.
* Follow a structured approach to organize requirements into logical groupings of essential business processes, business rules, functional and non-functional requirements.
* Help testing team to come up with the test cases / test scripts
* Helped team to design the JIRA dashboard and extensively using for the project.
* Performs functional testing to ensure that the user acceptance criteria are met.
* Co-coordinatemeetingson a daily basis with the SME’s to make sure that all the business requirements are addressed in the application.
* Conducts weekly meetings with Source- Target System SMEs to review EPICS gaps and create user stories.
* Coordinate project scheduling and status reporting with the project manager.
* Work with IT teams to communicate requirements and work on the end-to-end implementation plan by collaborating with Program Managers and IT Manager.
* Present walk-throughs, for internal and external audiences as needed.

**Keene Systems, Plymouth- NH June 2016 – Oct2016**

**Business Analysis/Account Management)**

* Custom web application software development projects- Software applications, mobile apps and business web solutions for client belongs to all the major domains including solar, utility, life science, healthcare,retail, banking,manufacturing, IT, construction, e commerce (Retail)etc
* Acted as a key point of contact between stakeholders and software development partners from inception through software implementation and maintenance.
* Performed gap analysis of as-is and to-be requirements.
* Conducted solution demos to prospects and defined product/software roadmap.
* Created business requirement document (BRD) along with process flow/UML diagrams.
* Conducted daily scrum meetings, sprint planning/review during the development as a part of the agile methodology.
* Assisted team in the development and monitoring of tactical plans to impact both the customer account and the entire team; always maintain synergy between the account needs and the development needs.
* Identify Standard Operating Procedures (SOP) of client and create requirements around that.
* Participated in hosting webinars, virtual events, marketing campaigns with the partner.
* Participated in marketing activities

**DataservInc., Nashua –NH Oct 2015- Jun 2016**

**Principal Business Analyst**

Project – Jira Implementation for E commerce client (Retail) - Created business requirement document for cross functional development team for their JIRA implementation project.Environment: MS Visio, Jira, HP Quality centre, Devops, MS Project, SQl, SharePoint, MS Access and web/mobile applications.

* Worked with different team to do gap analysis to find AS IS and TO BE scenarios.
* Worked with cross functional teams to gain better understanding of their process, team requirements and Jira reporting capabilities.
* Created project tracker which includes tasks and project details to let shareholders participate actively.
* Updated the status and challenges of the project team among shareholders.
* Created a list of metrics based on project team discussions & future needs.
* Created a high-level UML diagram using MS visio to define current/future process flow
* Present data driven reporting to the stakeholders.
* Socialized the template with cross functional teams to collect feedback.
* Created test cases, prioritized user stories and product/ sprint backlogs.
* Arranged daily scrums and sprint reviews to discuss and track project status.

**IpswitchInc., Lexington- MA July 2015- Sep 2015**

**(Internship – Business Analysis/ Product management)**

* Project: Analytics and Failover management, Environment:Salesforce,SharePoint, Infopath, MS Office, products - Ipswitch Analytics, Failover management and Managed file transfer, web application.
* Worked directly with the product and business teams based out of North America and Europe
* Identified and mapped the customer needs around Managed File Transfer (MFT) technology.
* Supported product development and account team for all pre-product development activities.
* Gathered brief requirements from the client, created roadmap reflects current and future roadmap on the business requirement document with the support of technical team.
* Presented data driven results for the new product launch to the stakeholders.
* Updated functional project details in Salesforce CRM for an easy access to analysts, product and IT team.Worked on thepre-launch activities for new product suite – Ipswitch analytics and Failover management.

**Oracle Inc Jan 2011 –Feb 2013**

**Account/Business Analysis– Data Security and Masking/ Advanced IT Security**

* Worked in a cross-functional team consisting of sales, marketing, field sales, IT and solution experts to uncover business around Oracle Security (product) and Linux /Virtualization services in the assigned territory.
* Conduct detailed discovery sessions among C Levelof IT security group to gather requirements to understand current business vision and pain and future plans around it.
* Created high level AS IS and TO BE flows for IT security requirements.
* Worked on customer’s master data to gather facts about the territory.
* Qualified the leads generated by consultants based on standard parameters to the next level.
* Worked with IT architects to design a proposed IT roadmap for the clients.
* Work on SharePoint to access project details, workflow etc
* Established positive and flexible attitude with Oracle internal global teams for bridging.
* Worked on territory marketing campaigns messages along with field sales and channel partners to attract potential customers in assigned territory and then host the virtual event, and lunch n learn sessions.
* Maintained territory partnership relationship by engaging partners and channels deals to increase the territory revenue.
* Drafted “Executive Summary” or “Business Case” for business exception needs including, discounts, software/hardware demands, and other special approvals.
* Contract management of all order types including master license agreements for enterprise companies.

**NIIT LTD, Delhi- India June 2009- Oct 2010**

**Business Analysis Team member**

* Developed business model and offering strategy to maximize revenue in the markets within which NIIT compete.
* Collaborated with product development to develop the product offerings for identified opportunities.
* Worked with the sales and support teams to ensure successful sales and deployment of the products.
* Managed and drive Product Business Plans and be responsible for GTM Strategy and Product line ROI.
* Visited to customer places to understand the pain points in the products and prepare a road map based on cost-benefit analysis for addition and improvising the existing products.
* Effectively communicated product strategy, plans and roadmap both internally and externally

**ABN Amro Bank / Serco Jan 2007- March 2009**

**Team Leader – Projects**

* Lead the retention department -preferred banking customers of ABN Amrobank.
* Work with the various cross-functional teams to execute the implementation of a centralized client data system and analysis tool. Data collection and validation assuring data protection.
* Assist in the implementation of additional scenarios and businesses, systems, etc.
* Managed research and analytics used to grow existing client revenue.
* Used various internal tools to analyze a variety of data sources.
* Created and maintained dashboard to report on client engagements and results. Conducted induction training for the retention department
* Handled team queries and maintained corporate VGPB segment relationship.

**EDUCATIONAL BACKGROUND:**

* MBA- Southern New Hampshire University – New Hampshire (2014-2016), GPA- 3.9/4.0
* Post-Graduation in CRM – Symbiosis University

**PROFESSIONAL CERTIFICATIONS:**

* Initiating and Planning Projects University of California Irvine
* Product Management - Digital University of Virginia
* Agile Practices and Software process University of Alberta
* Corporate communications Element K