

Kiranjot Kaur
Business Analyst

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PROFESSIONAL SUMMARY

Business Analyst with multiple years of experience in eliciting, gathering and documenting requirements and effective facilitator between business systems, stakeholders, and information technology. Extensive experience in gathering/creating Business Requirements, User stories, Use Case's, analyzing and optimizing the processes and converting user requirements into Business Requirements throughout the Software Development Life Cycle (SDLC). Proficient in creating UML diagrams including Use Cases Diagrams, Activity Diagrams, Sequence Diagrams, Data Flow Diagrams (DFDs) and Mock-ups & Wireframes. Excellent communication and interpersonal skills resulting in long lasting relationships with team members, stakeholders, and end-users. Experienced working under pressure with diverse groups and individuals, and capable of multitasking independently. Detail-oriented with a proven history of leadership skills

Work Experience

Orange Consulting Group
Business Analyst

Mar 2019 – Current

Orange Consulting was born out of the necessity to accelerate the advancement of eRecording solutions. Submitters want to be able to communicate with any county in their region and jurisdictions want to be able to receive data from all legitimate submitters. Currently these submitters need to customize their software to every individual county vendor software product out there. This requires expensive resources from the county vendor, county, county IT, and submitter staff which makes it a costly proposition across the board. Orange consulting provided the cost-effective solution to eliminate this costly and time-consuming burden by providing top notch resources and implementation solutions.

Responsibilities:

- Gathered requirements for enhancing multiple applications
- Lead design sessions, worked closely with SME's to understand their needs and expectations
- Created flowcharts, wireframes, mockups, and process flows
- Facilitated daily meetings, planning and kickoff meetings
- Managed all communications with offshore development team
- Created feasibility, lessons learned reports
- Communicated with testing teams to understand test cases and test plans
- Created project plan and defined project scope
- Involved in decision making and discussions for new projects/enhancements or customizations

Empire Today, California

Apr 2017 – Jan 2019

Business Analyst

Empire Today is a Northlake, Illinois-based home improvement and home furnishing company, specializing in installed carpet, flooring, and window treatments. The company operates in more than 75 metropolitan areas in the United States. The purpose of the project was to improve the customer experience on Empiretoday.com. The effort was part of the multi-million-dollar effort to revamp the website and internal applications.

Responsibilities:

- Gather requirements by hosting JAD sessions with stakeholders
- Worked in a waterfall environment communicating with different development and testing team's
- Documented requirements, created detailed process flow diagrams
- Facilitate Daily meetings
- Identified and escalated obstacles that kept the team from achieving their goals
- Communicate with clients and informed the organization about the customer business needs
- Assisted IT in the development and implementation release plan

Google, California Support Analyst

Jan 2016 – Feb 2017

Served as a support analyst at Google. The purpose of the position was to resolve customer grievances and help enhance the customer experience. The position was part of the Nest support team.

Responsibilities:

- Working with internal systems you will document each call via a client ticket system
- Handles escalations from Tier 1 agents and customers that focus on Nest hardware, software, and services.
- Maintains ownership of cases through final resolution.
- Escalated appropriate issues to Nest Tier 3.
- Evaluated and acted on requests for exceptions to Nest support policies.
- Effectively communicated with team members and customers.
- Proactively identifies ways to avoid recurring issues by recommending new and updated processes and technical articles.
- Assumes additional responsibilities as required by business needs.
- Participated in project meetings with senior leadership

Apple, California Technical Associate

Jan 2015 – Dec 2015

Worked at Apple as a Technical Associate on various projects encompassing:

- Applications enhancement,
- Tested iPhone manually
- Visual/Mechanical Inspection (VMI) of iPhone
- System Application & Products (GSX/SAP)

Education

MBA- Information Technology

Bachelors in Computer Application