

# MADHUSHREE CHAUHAN

*Business Analyst/  
Application Analyst*

Bangalore, India  
+91 9980837621  
madhushreechauhan@gmail.com

## Summary

Skills to lead end-to-end implementation and management of enterprise applications on various platforms.

Worked in an agile environment to continuously deliver and improve the quality and the process.

## Skills

### Programming:

SQL  
Android  
Java  
HTML  
JavaScript

### Frameworks & Tools:

Azure Devops  
Agile frameworks  
JIRA  
DevOps  
GitHub

### Data Visualization:

MS Visio  
Excel / Google Sheets  
MS Office Suite

Detail oriented and hard-working Business Analyst/Application Analyst with 7 years of experience and a proven track record of success in developing Mobile and Emerging Technology (Augmented Reality / Virtual Reality) solutions. Managing hardware/software configurations and providing application support to clients and business users. Possess a highly professional attitude, great analytical skills, and excellent time management abilities.

Good understanding of software development life cycles and Agile methodologies. Dedicated to continuously developing, implementing, and adopting new technologies to maximize development efficiency and produce innovative applications.

## Work Experience

### **Business Analyst/Application Analyst**

**Royal Dutch Shell** / February 2018 – Present / Bangalore

#### **Project – XR Remote Assist – Augmented Reality, Emerging Technology (Shell)**

- RA Service uses RealWear HMT-1 and RealWear HMT- 1Z1
- Real-time collaboration using wearable device - connecting field users with anchored experts. Remotely and safely guide field workers, perform over-the-shoulder coaching, and execute remote inspections.
- Worked on UML use case diagram, Business Requirement document, System Requirement Specification document. Created test cases and test scripts.
- Built out the data and reporting infrastructure from the ground using SQL to provide the real-time insights into the product, and business KPIs.
- Proficient in requirements gathering, analyzing and translating business needs to technical requirements, overall architecture and design.
- Experience in Software Application Development Projects that follows the Software Development Lifecycle (SDLC) methodologies and best practices. Known for ability to produce high quality deliverables that meet or exceed timeline and budgetary targets.
- Conducted User Acceptance Testing (UAT) to ensure that developed systems satisfied the needs of business clients as specified in the functional requirements. Designed Test cases and plans.
- Playing a key role of scrum master and ensuring the effective implementation of agile methodology.
- Leading all the Agile ceremonies with the team to improve the overall process and services offered to the business users.
- Supporting the Product Owner in managing user's expectations for project deliverables and managed internal stakeholder communications
- Proven track record of developing a customer-centric strategy and assisting in driving integrated experiences in large, complex environments.
- Experience in Project Initiation, Planning, Execution, Monitoring and Implementation Activities.
- Updating and gathering project materials, forecasting, project documentation, business flows, and lessons learned documents.
- Experience with JIRA and SharePoint.
- Experience working with cross-functional teams (development, QA, Designer Analyst, COE, etc) to execute roadmap and bring new functionalities to the product.

### Certification

PSM Certified (Scrum.org)  
ITIL Certified

### Personality Plus

Good communication skills  
Team player  
Self-confident  
Positive approach  
Zeal to learn

### Awards & Recognition

Repeated accolades for  
continuously performing in a  
team and as an individual

Won SPOT Award for  
outstanding performance

- Work closely with business and other teams to assist in the overall definition of support items and provide quick assistance to meet SLA
- Evergreening and service quality improvements in strong partnership with other Shell IT functional / support.
- Strong Stakeholder Management in order to understand, work efficiently and communicate within a complex organization like Shell with different line of business.
- Ensure coverage and support of all critical service management processes: Incident Management, Problem Management, Change Management, Application Enhancements

**Project: Delivery Partner Android App (Shell).** A mobile app that allows hauliers to manage vehicle inventory and tracking from the inventory within shipments and across shifts

- Maintenance and feature development of the application
- Management of the release cycle.
- Depending on the workload of the above assist in development tasks to reduce technical debt/resiliency items/provide cross project test support

### ***Application Analyst/ Developer***

**Brillio Technologies Pvt. Ltd.** / September 2014 – January 2018 / Bangalore

- Responsible for developing the deep linking of the app through web uri. Worked on integrating fingerprint authentication for **Masterpass Mobile App**
- Integrating data services for the payment.
- Developed multiple screens and worked on integrating the Semptra web services with the Android applications for **SoCalGas Mobile App**
- Integration of azure API's to authenticate the user on the mobile device
- Unit Testing, bug fixes and documentation
- Developed and maintained various modules of the application including UI and web service integration for **Toyota Mobile App**
- Implemented the integration of beacon SDK with Android app
- Participated in requirement gathering and design discussions

### Certification

Course	Institute	Duration	Year
Professional Scrum Master (PSM)			2019
ITIL			2019
Diploma in Wireless Mobile Computing (WiMC)	Sunbeam Institute of Information Technology, CDAC, Pune	6 months	2014

### Education

Degree	Institute	Board/University	%/CGPA
B.E.-I.T. (2013)	Sabar Institute of Technology for girls	Gujarat Technological University	7.53 CGPA