BUSINESS ANALYST

Surabhi Kibe Agnihotri

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EDUCATION

B.Tech(Chemical Engg.) 2012

Diploma in German Language 2011

B2.1 German Language 2013

Certification in **Agile Business Analysis & Scrum** Prodegree 2020

KEY SKILLS

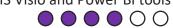
Microsoft Office Suite





German Language Proficiency

MS Visio and Power BI tools



Agile Software Development



AWARDS

Best Mentor for Quarter 2. 2020

Employee of the month

PROFILE SUMMARY

Business Analyst with over **2 years** of experience supporting business solution software and analyzing business operations, including more than 6 years' enriched experience in Team Management, German Language, Process Improvement, Quality Control, besides others. Aiming to utilize my strong prioritization skills and analytical ability to achieve the goals of your company. Possess a B.Tech in Chemical Engineering and Certification of Competency in Agile Business Analysis & Scrum Prodegree.

PROFESSIONAL EXPERIENCE

BUSINESS ANALYST

SME (German)/Amazon Hyd/ 2020 - Present

- Develop business architecture using requirements such as scope, processes, alternatives, and risks.
- Analyze client's business requirements and processes through document analysis, interviews, workshops, and workflow analysis.
- Conduct 5+ levels of testing including functional, regression, user acceptance, integration, and performance to verify the client's needs are met
- Communicate client's business requirements by constructing easyto-understand data and process models
- Translate stakeholder requirements into over 10 different tangible deliverables such as functional specifications, user cases, user stories, workflow/process diagrams, data flow/data model diagrams.
- Evaluate risks related to requirements implementation, testing processes, project communications, and training

CATALOG ASSOCIATE (GERMAN)

RBS (Vendor management) / Amazon BLR / 2015-2019

- Training and mentoring new hires on the aspects & concepts of current process; providing assistance and advise to peers & colleagues with their enquiries regarding the process
- Identify and reconcile errors in Amazon's German website data to ensure accurate detail page to make it User friendly.
- Participating in hiring for Amazon Development Center for the position of catalog associates
- Communicating with German vendors on daily basis to retrieve required information and documents on the designated product.

KEY IMPACT AREAS

Team Management
SDLC, BRD
Requirement Elicitation
Process Improvement Projects
Liaising & Coordination
Hiring, Training, Mentoring &
Development
EDI standards and processing
German Language Specialist

PRODUCTION OFFICER

Chemical Engineer/Symbiotec Pharmalab Ltd, Indore/ 2014-2015

- Designing Standard Operating Procedures (SOP) for individual End products to be manufactured in the Plant.
- Analyze Plant's occupancy time and motion study and processes through Chemical Material Balancing, document analysis, and workflow analysis to increase the Batch sizes (end-product size) of the products manufactured on daily basis
- Conduct Quality Audits of Plant, BMRs (Batch Manufacturing Records) and workers by reassuring their performance, documentation, weights of new Batch charged in the plant, Raw materials used and if all the process is being followed ideally.
- Evaluate risks related to requirements implementation, testing processes, project communications, and training