

# Nishu Agrawal



Senior Business Analyst / Product Owner

9+ years of successful experience as Product Owner and Business Analyst. Strong background in creating Product Roadmap, monitoring work quality, managed key milestones and delivered exemplary customer service. Travelled to South Asian countries to provide consultancy to clients. Experienced in successful planning, execution, monitoring, control and delivery of the product. Certified Scrum Product Owner.

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## EXPERIENCE

### Senior Business Analyst / Product Owner Inncrewin Technologies Pvt. Ltd. (SafeSend)

09/2021 - Present

- Leading SafeSend Extensions for Cpapless SafeSend, a product to automate the tax and accounting profession with innovative, emerging technologies. It helps progressive CPA & accounting firms and tax practitioners work more efficiently and better serve their clients.
- Acted as liaison between business, sales and IT teams to refine the product and incorporate features based on market demands.
- Partnered with IT and product leadership to drive and manage the solution development process and ensure the product team understands the direction and vision.
- Collaborated with teams to discover and deliver the best solution to the market presented by the product team lead and the business.
- Created and maintained the solution vision, roadmap, and backlog of work through the project's life cycle.
- Translated features into user stories within the team's backlog while managing, ranking, and prioritizing this backlog to reflect stakeholder's requirements.

### Senior Business Analyst

#### Advanced Technology Consulting Service, Inc.

08/2015 - 08/2021

- Collaborate cross-functionality design, engineering, marketing & sales teams to identify and delivered new product solutions & enhance existing portfolio.
- Lead all client communication with Mercedes Benz South Korea (MBK) Business users and IT team, Daimler Trucks Korea (DTK) Business users and IT team, Volvo Eicher Commercial Vehicle India (VECV) Aftersales department, Business Users and IT team during execution of various projects.
- Generated over USD 250k business from South Korea Market.
- Designed structured, multi-source, automated and scalable Power BI reports for BMBS (Beijing Mercedes Benz Sales) China.
- Reviewed constantly the customer feedback and then suggested ways to improve the processes and customer service levels which increased the satisfaction rate up to 95%.
- Synthesized current business intelligence data to produce reports and polished presentations, highlighting findings and recommending changes. Participated actively on a regular basis in focus groups and steering committees.

### Quality Analyst

#### Advanced Technology Consulting Service, Inc.

11/2013 - 07/2015

- Expertise in the quality testing thought out the software development life cycle.
- Recognized for developing excellent test plans/scripts and rapidly discovering defects.
- Reviewed all test cases and test scripts for quality and identified additional areas to review.
- Expertise in writing Functional test cases.
- Facilitated third party client calibrations/conference calls.
- Effectively handled escalated customer service calls.

## SKILLS

- Domain (Finance, Tax, Accounting & Automobile)
- Project Management tools (VSTS, JIRA & Assembla)
- Documentation (User Stories, BRD, HLD & Product Plan)
- Frameworks (Scrum, Agile & Waterfall)
- Prototyping tools (Axure, Hotgloo & Adobe XD)
- BI platforms (Power BI & Tableau)
- Software Demo tools (Demo builder)
- Data Analysis tools (Excel & Tableau)
- RFPs Proposal Making
- Automation Testing tools (Selenium & Test Complete)

## EDUCATION

### B. Tech.

#### Rajasthan College of Engineering for Women (RTU Affiliated)

08/2009 - 07/2013

- CGPA: 7.4.
- Cleared the NITAT-2012 exam with 71% and secured a Merit rank in top 16 %.
- Certifications: Backtrack (A hacking workshop by Igneus Technology).

## ACCOMPLISHMENT

- Certified Associate Project Manager® (CAPM®)
- Certified Scrum Product Owner® (CSPO®)
- Certified Agile with Atlassian Jira by Coursera
- Collaborated with team of 8 in the development of AMC Pricing Tool.
- Designed and launched the Service Reminder Project, resulting in a 50% increase in market share for the company.
- Handling Mercedes-Benz South Korea business independently.
- Used Microsoft Excel Macros to develop secured customer input form.