

MUGDHA BORHADE

E-Mail: mugdha.borhade2611@gmail.com

Mob: +91-8237795514

PERSONAL PROFILE:

Results-oriented Business Analyst with relevant 3.9 years of BA and QA experience in a total of 5.9 years IT career. Experienced in **requirement elicitation, documentation, UAT support, and stakeholder management**. Skilled in **Agile and Waterfall methodologies**, ensuring business objectives are met with accuracy and efficiency.

Experienced in **end-to-end process flows, requirement analysis, and stakeholder collaboration**, ensuring **seamless project execution**. Proficient in **business documentation, Jira story creation, defect tracking, and workflow mapping**, driving efficiency and clarity.

Strong background in **data validation, test case development, and root cause analysis** for **production issues, supporting stable deployments and system enhancements**. Adept at working across teams to **optimize business processes, improve decision-making, and enhance operational performance**.

CORE COMEPTENCIES:

- Business Analysis Planning and Monitoring.
- Elicitation and Collaboration.
- Requirement Life cycle Management.
- Requirement Analysis and Design Definition.
- Strategy Analysis
- Solution Evaluation
- Stakeholder management
- Project management

WORK EXPERIENCE:

1. TATA CONSULTANCY SERVICES (Dec 2021 to present)

Client: Mastercard, Pune (November 2024 to present)

Role : Business Analyst

Project name: On Behalf Clearing (Agile Model)

The Project involves reducing the time required for clearing of the transaction done via Mastercard. The clearing time required from the issuer bank to the acquirer bank is targeted and hence is aim at reducing the same considering all failure cases of transactions as well

RESPONSIBILITIES:

- Interacted with the stakeholders and gathered requirements by using various **elicitation techniques**.
- Created user stories with appropriate acceptance criteria with the assistance of the Product Owner. Added **user stories** into **product backlog** using the **JIRA** tool.
- Prioritized and validated the requirements using **Moscow** and **FURPS** technique, added **user stories** to **sprint backlog** based on prioritization order.
- Collaborated with Product Owner and Scrum Master for **BV** and **CP**. and assisted the Product Owner for the creation of **DOR** and **DOD** checklist.
- Participated in **sprint ceremonies** to remove **road blocks** in the project.
- Generated **Sprint, Product Burn down/Burn up charts** to track the project progress.
- Participated in product planning and **UAT** to successfully deliver each sprint component.
- Create test plans, test cases, and test scripts based on business requirements
- Define and review test scenarios and validate test cases to ensure alignment with acceptance

criteria and business requirements are met

Client: Deutsche Bank, Pune (January 2022 to October 2024)

Role : Business Analyst

Project name: Data Ingestion (Waterfall Model)

The Project involved the usage of ETL(Extract,Transform,Load) data pipeline to process and deliver data from diverse sources for regulatory reporting purposes. The data sources included various formats such as CSV, DAT, JSON and Avro. The Transformed data was stored in Hive.

RESPONSIBILITIES:

- Conducted **Enterprise Analysis** and under the assistance of a senior BA in creating a Business Case Document, conducted **Stakeholder Analysis**, and prepared **RACI Matrix**.
- Gathered requirements from business heads using **Elicitation Techniques** and created a Business **Requirements Document (BRD)**.
- Translated **BRD** into **Functional Requirements Document (FRD)**, Collaborated with the technical team, and prepared **SRS Document**.
- Created **UML diagrams** and **wireframes** to visually represent requirements using **MS Visio, Balsamiq, and Axure**.
- Created and maintained **RTM** throughout the project.
- Assisted in Testing Team by preparing **Test Case Scenarios** and ensured the **UAT** was successful.

2. iSASH IT SOLUTIONS Pvt.Ltd, Pune (Dec 2019 to Dec 2021)

Role : Python Developer

RESPONSIBILITIES:

- Collected, analyzed and interpreted raw data from various data sources.
- Work closely with various teams across the company to identify and solve business challenges utilizing large structured, semi structured, and unstructured data in a distributed processing environment.
- Use Django Framework to create Rest APIS for prediction
- Coordinate with different functional teams to implement models and monitor outcomes

SKILLS/TOOLS:

Tools: Git, Unix, Bitbucket, Jira, Confluence, Office 365, Balsamiq, MS Visio, Power BI, Axure

Web stack : Python, Django

Database : Oracle SQL, Hive QL.

EDUCATION:

Bachelor of Engineering in Electrical (Pune University)

CERTIFICATE:

Certified IT – Business Analyst IIBA [EEP]

ACHIEVEMENTS STRENGTHS:

- Self-motivated to succeed & to learn the new things
- Positive thinker and reliable
- Star Employee of the month/quarter Awards
- Appreciated by the client for switching responsibilities effectively in between two roles

Regards,
Mugdha Borhade.