

Manisha Tilekar

Core Competencies

- ✓ Business Analysis
- ✓ User Stories & Acceptance Criteria
- ✓ Elicitation and Collaboration
- ✓ Agile & Waterfall Methodologies
- ✓ Gap Analysis & UAT Support
- ✓ Use Case Diagrams (UCDs) & Process Flows

Soft Skills

- ✓ Time Management.
- ✓ Communication.
- ✓ Adaptability
- ✓ Problem Solving
- ✓ Team Work
- ✓ Leadership
- ✓ Critical Thinking

Technical Skills:

- ✓ **Platforms:** Linux and Windows
- ✓ **Database:** MySQL
- ✓ **Modeling Tools:** MS Visio
- ✓ **Documentation Tools:** MS Office
- ✓ **Prototyping Tools:** Axure and Balsamiq
- ✓ **Reporting Tools:** Power BI, Tableau.
- ✓ **Project Management:** JIRA

Education:

- ✓ **MBA (Operations and Supply chain)**
- ✓ **Nov 2020 - Nov 2022**

Certification:

- ✓ Certified IT-Business Analyst from COEPD

Career Objective:

Aspiring Business Analyst with a foundation in business process understanding, data analysis, and documentation. Experienced in logistics and operations, with hands-on exposure to export documentation, inventory systems, and cross-functional coordination. Seeking an entry-level BA role to support **requirement gathering, stakeholder communication, and Agile projects.**

Profile Summary:

- Trained Business Analyst with knowledge in preparing **BRD (Business Requirement Document)** and **FRD**.
- Hands-on with tools like **JIRA, MS Visio, Axure, Balsamiq, Power BI, and Tableau.**
- Understanding of **SDLC** methodologies including **Agile-Scrum** and **Waterfall**.
- Familiar with **process flow diagrams** and modeling requirements using **UCDs**.
- Skilled in translating business requirements into **User Stories**.
- Exposure to **GAP Analysis**, Change Management, Solution Evaluation, and **UAT support**.

Project Name	Eduvate	Duration	July2024 to Present (12 Months)
Methodology	Agile	Tools Worked On	SQL, JIRA, SCRUM, Power BI, Tableau
Project Domain	Education	Role	Business Analyst

Key Expectations

- **Elicited requirements** from teachers, parents & school admins user stories for homework, fee, performance & communication modules.
- Participated in **Agile-Scrum meetings** including daily stand-ups, backlog grooming, and sprint planning; applied **MoSCoW** prioritization to define feature priorities.
- Collaborated with **UI/UX & development teams** to align solutions with curriculum and stakeholder needs.
- Conducted **GAP analysis**, managed changes, and supported UAT to drive user adoption.
- Addressed risks related to user adoption, data privacy, and third-party integrations.

Project Name	Fraazo	Duration	February2024 to December 2024 (10 Months)
Methodology	Waterfall	Role	Business Analyst
Project Domain	Ecommerce		

- Conducted detailed **requirement elicitation** through interviews, surveys, and competitor analysis.
- Prepared **BRD, SRS, FS, and RTM** documents to define and trace business and system requirements.
- Prioritized features using **MoSCoW** technique and contributed to defining **MVP** scope.
- Collaborated with **UI/UX** designers to create wireframes and with developers to ensure functionality met business needs.
- Supported UAT by defining test cases and validating outcomes based on functional specs.
- Performed **GAP analysis** and **SWOT analysis** for feature planning and continuous improvement.

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Work experience:

Assistant Executive - Documentation

Mediterranean Shipping Company | Feb 2025 - Present

- Managed Europe (**RIGA**) logistics process, including export documentation for **Poland and Hungary**.
- Prepared and validated **MBL and HBL**, ensuring international shipping compliance.
- Coordinated inland transportation and tracked **in-transit** cargo.
- Handled **DG cargo** documentation aligned with IMDG code.
- Coordinated with vendors and agents for **amendments**, re-issuance, and corrections of B/L.
- Maintained shipment records to support audit requirements.

Store Manager - Operations

K12 Techno Services Pvt Ltd | Feb 2023 - Aug 2024

- Monitored stock using **ERP tools**; reduced overstock by aligning stock levels with demand forecasts.
- Generated **inventory and dispatch** reports to support data-driven decisions.
- Resolved delivery issues using **CRM** tools; reduced escalation turnaround time.
- Collaborated with internal teams to streamline **supply chain** processes and SOPs.
- Identified operational bottlenecks and suggested process enhancements to improve efficiency.

Store Manager - Operations

FreshVnF Ideas Pvt Ltd | Jan 2022 - Aug 2022

- Identified operational bottlenecks and suggested process enhancements to improve efficiency.
- Maintained inventory accuracy above **95%** through regular audits and **stock analysis**.
- Coordinated with **vendors and transporters** to ensure timely deliveries.
- Captured operational data and provided insights for process improvements.
- Supported documentation of workflows and contributed to standard operating procedures.