



KANIKA JAGTAP

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OBJECTIVE

Results-driven Business Analyst with 2+ years of experience in gathering business requirements, driving data-driven strategies, and delivering process improvements. Proven ability to collaborate cross-functionally, facilitate Agile and Waterfall methodologies, and improve operational efficiency by 25%. Adept with tools like MS Visio, Balsamiq, JIRA, and Tableau for documentation and analysis.

EXPERIENCE

ULTRATECH CEMENT Ltd

31/07/2023 – Till date

Regional Supply chain Officer (Business Analyst)

- Led requirement gathering sessions through interviews, workshops, and surveys with business stakeholders and SMEs.
- Drafted BRD, FSD, and SRS documents in accordance with Waterfall model project phases.
- Designed and visualized process flows and user interactions via MS Visio (Use Case & Activity Diagrams).
- Built wireframes using Balsamiq to translate requirements into UI/UX prototypes.
- Maintained Requirement Traceability Matrix (RTM) to ensure end-to-end tracking of deliverables.
- Coordinated User Acceptance Testing (UAT): created test cases, tracked defects, and ensured system validation.
- Collaborated with IT teams to ensure alignment between technical solutions and business expectations.
- Delivered training to end-users, created user manuals, and ensured seamless adoption of new systems.
- Generated dashboards using Tableau and Excel for sales performance, customer segmentation, and revenue tracking.
- Facilitated Agile ceremonies including sprint planning, backlog grooming, and retrospectives.

Wordbox

Business Analyst Intern

- Supported documentation of internal tools by developing BRDs and wireframes.
- Participated in stakeholder meetings for requirement analysis and solution validation.

PROJECTS

Logistics Optimization System

- Reduced freight costs and improved dispatch turnaround by analyzing route inefficiencies and implementing a digital logistics workflow.

Cement Demand Forecasting Dashboard

- Designed and implemented Tableau dashboards integrating historical sales and seasonal data to improve production-planning alignment.

Raw Material Inventory Planning System

- Enhanced plant-level raw material tracking (limestone, gypsum, clinker) and optimized stock holding through centralized reporting integrated with ERP.

EDUCATION

- DR D Y PATIL BUSINESS SCHOOL
PGDM- International Business 2021-2023
 - DAVV- Indore MP
BACHELOR OF ART 2018-2021
 - ST Raphaels girls H.S School, Indore
Class 12th - CBSE 2018
 - ST Raphaels girls H.S School, Indore
10th - CBSE 2016
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SKILLS & TOOLS

Business Analysis & Documentation:

BRD, FSD, SRS, Epics, User Stories, Gap Analysis, Change Management

Tools & Technologies:

MS Visio, Balsamiq, Axure, Tableau, SQL, MySQL, MS Excel, Microsoft Office 365, JIRA, Confluence

Methodologies:

Agile (Scrum), Waterfall

Soft Skills:

Stakeholder Management, Communication, Team Collaboration, Negotiation, Leadership
