Snehal Wankhade

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Career Objective

An enthusiastic professional with 6.8 years of combined experience in Data Operations, Customer Service, and Business Analysis, including **1.6 years of relevant BA experience**. Seeking to leverage my analytical, technical, and collaborative skills to deliver value-driven solutions as a Business Analyst in a dynamic organization.

Profile Summary

- In-depth knowledge of SDLC in various phases (waterfall & agile)
- Proficient in **Waterfall Model**: Gathered requirements using **Elicitation Techniques** and prepared **BRD, FRD, SRS** prepared **RACI Matrix**, BCD, created **UML Diagrams** and **Prototypes** and requirements tracking through **RTM** well versed with **UAT** handling **Change Request**.
- Expert in **Agile Scrum**: Creation of **user stories** and Added **Acceptance Criteria, BV & CP, Sprint** & **Product Backlogs** conducted various **Sprint Meetings**; **Sprint** & **Product Burndown charts** ensured **DOR** and **DOD** checklist.
- Managed post-production data workflows, ensuring seamless content delivery, performing **root cause analysis**, and collaborating with stakeholders to resolve data discrepancies.
- Extensive experience in customer support, handling escalations, documenting customer pain points, and mentoring team members to improve performance and customer satisfaction.

Core Competencies

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

Technical Skills

o Documentation Tools: MS Suite.	o Database: SQL
o Prototyping & Wire frames Tools: Axure & Balsamiq	o Project Management tool: JIRA
o Modeling Tool: MS Visio	o Reporting Tools: Power BI, & Tableau

Professional Experience

Company Name: Company3 Method India Pvt. Ltd. Pune   07/2022-04/2024
Designation: Data Technician
Project Name: Content Quality Check Workflow System Development for C3M
Project Description: The Content Quality Check Workflow System Development project aimed to enhance the existing Quality Control (QC) process for post-production content. The objective was to improve content accuracy, reduce errors, and streamline issue identification and resolution.
Role: BA
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
- Managed incoming client content and outgoing deliveries, ensuring accurate data handling to maintain seamless post-production workflows
- Ensured processed content met client specifications and industry standards, reducing errors and minimizing rework
- Adhered to company policies and industry regulations to ensure that all processes and documentation were complete and up-to-date

Company Name: Amazon Development Center India-PNQ10 Pune   10/2017-07/2022
Designation: CS Associate
Project Name: Supervised LISA
Project Description: Supervised LISA project was designed to improve the Customer Service Operating System (CSOS) by introducing a feature that provides agents with 2-4 contextually relevant text suggestions while assisting customers with Amazon account and order inquiries. The primary goal of this enhancement was to boost agent efficiency, ensure consistent communication, and enhance customer satisfaction by enabling faster and more accurate responses.
Role: BA
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
- Assisted in the management of post-sales operations, focusing on customer care and logistics coordination
- Took ownership and shared all necessary and latest updates with them to help our customers to get quick resolution
- Mentored newly hired CSA's, headcount of 15 with problems they encountered while handling customer contacts

Education: Bachelor of Engineering (Information Technology)
Savitribai Phule Pune University [2012-2016]

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Certificates

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Certified IT Business analyst from IIBA(EEP)
Business Analysis Foundations
Agile Project Management with Jira Cloud:1 Projects, Boards, and Issues

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Awards and Appreciation

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- Support Team Mention for Thor: Love & Thunder (2022)
- Appreciated for contributing Supervised LISA and BOTLAB projects
- Reward and Recognition Award for exceptional contributions to team performance
- Outstanding Performer for delivering high-quality results and operational efficiency over three consecutive months
- Superhit Award for exceptional performance during peak operational periods