**Sanket Patil | Senior Business Analyst**

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## CAREER OBJECTIVE

Solutions-driven Senior Business Analyst with 6+ years of experience as a Business Analyst with extensive knowledge and experience across the project life cycle in Systems Development Life Cycle (SDLC) in Banking, Insurance, and Investment Domains.

## PROFILE SUMMARY

* Seasoned Business Analyst with extensive experience in managing and enhancing major banking applications like **Guidewire Home & Auto Insurance Policies for Personal & Commercial Use**.
* Proficient in various **SDLC models**, including **Waterfall** and **Agile Scrum methodologies**.
* Expert in Waterfall model: adept at **Requirements Gathering** through **Elicitation techniques** such as **Brainstorming, JAD sessions, Focus Groups, Interviews, Documentation, and Prototyping**.
* Highly skilled in translating **Business Requirements Documents (BRD)** into **Functional Requirements Documents (FRD)** and ensuring meticulous requirements tracking through **Requirements Traceability Matrix (RTM)**.
* Well-versed in **User Acceptance Testing (UAT)** and managing **change requests**.
* Agile Scrum specialist: proficient in **creating user stories, managing sprint and product backlogs, conducting sprint meetings, and maintaining sprint and product burndown charts**. Ensured adherence to **Definition of Ready (DoR) and Definition of Done (DoD) checklists**.
* Strong analytical skills with a solid understanding of **data analysis, data modeling, and business process modeling**.
* Experienced in utilizing advanced tools and software for **data visualization (e.g., Tableau, Power BI)** and **requirements management (e.g., JIRA, Confluence)**.
* Demonstrated ability to **collaborate effectively with cross-functional teams**, including developers, QA engineers, and stakeholders.
* **Excellent communication and presentation skills**, with a proven track record of delivering impactful insights and recommendations to drive business growth.

## WORK EXPERIENCE

### Qualitest International, Richmond Hill, Canada

**Business Analyst II Oct 2023 - Oct 2024**

**Team Size: 13**

**Description of project: QBus - Business one - SAP ERP System - Integrating sales, purchasing, inventory, and customer service**

**Responsibilities:**

* Conduct **Requirement gathering** from stakeholders by using appropriate Elicitation techniques.
* Define Business processes and map them in **BRD** & **SRS**.
* Developed detailed **User stories** for the **product backlog** using **JIRA** and conducted **Sprint planning meetings**.
* Led **daily Scrum meetings** to track progress and address any daily impediments.
* Communicated progress updates to stakeholders through **sprint and product burndown charts**.
* Provided development and testing support, ensuring all criteria for **Definition of Done (DoD)** were met.
* Facilitated **sprint review and retrospective meetings** to assess performance and identify areas for improvement.
* Initiated and managed **change requests** post-project launch by conducting feasibility studies and collaborating with the team via various escalation portals.
* Conduct **UAT testing** and get client sign-off.

**TD** **B****a****nk****, Toronto, Canada**

**Senior business Analyst (Guidewire Associate Certified)** **Oct 2021 – Sep 2023**

**Team Size: 13**

**Description of project: Updating Guidewire system (version 8.0) to Guidewire system (version10.0)**

**Responsibilities:**

* Extensively managed and enhanced **Guidewire PolicyCenter (PC), ClaimCenter (CC), BillingCenter (BC)**, and similar applications for **personal (home & auto) and commercial (CPL & IRCA)** lines in the **banking insurance domain**.
* Possess in-depth knowledge of PC, BC, CC, and related applications for personal and commercial lines.
* Conducted comprehensive **SWOT analysis** for CMS to identify the bank's strengths, market opportunities, areas for improvement, and to stay ahead of market trends.
* Performed **Gap Analysis** to upgrade the Guidewire application from version 8.0 to the desired future state (version 10).
* **Gathered requirements** using **elicitation techniques** such as **documentation and interviews**. Participated in prototyping screens for CMS services to enhance user-friendliness while lodging complaints.
* Created and maintained **Business Requirements Documents (BRD), Functional Requirements Documents (FRD), and Software Requirements Specifications (SRS)** with UML.
* Assisted the development team in understanding **use case specifications**.
* Tracked requirements stage-wise through the **Requirements Traceability Matrix (RTM)**.
* Supported testing by preparing test case scenarios and ensuring successful **User Acceptance Testing (UAT)**.
* Resolved customer complaints using **root-cause analysis** to provide permanent solutions, thereby improving customer relationships with the bank by issuing policies based on customer eligibility, needs, and bank norms.
* Demonstrated a deep understanding of customer needs, delivering appropriate banking services.

**Rexel Utility, Newmarket, Canada**

**Business Analyst** **Aug 2019 – Oct 2021**

**Team Size: 13**

**Description of project: Automate Inventory, production tracking and supply chain management**

**Responsibilities:**

* Analyzed Existing manual process and identify gaps and define automation areas using **process flow and UML diagrams**.
* Collaborated with Senior Business Analysts and Product Owners to create **User Stories** that address **business value**.
* Documented User stories with **Acceptance criteria, Prototypes, BV, Preconditions**, and included development and testing notes.
* **Elicited requirements** from Business Users using various techniques, including interviews, brainstorming, prototyping, JAD, and focus groups.
* Analyzed and captured project-related **change requests, raising Change Request Forms (CRF).**
* Created **Business Requirements Documents (BRD) and Functional Requirements Documents (FRD)** for both functional and non-functional specifications.
* Involved in **User Acceptance Testing (UAT)** and regression testing.
* Coordinated and resolved team issues to ensure timely delivery of quality products.
* Prepared weekly and monthly status reports.

**House of Electricals, Markham, Canada**

**Associate Business Analyst March 2017 – Aug 2019**

**Responsibilities:**

**Team Size: 10**

**Description of project: HBO - Business one - SAP ERP System - Integrating sales, purchasing, inventory, and customer service**

* Worked with the **Product owner** to create User Stories addressing their **Business Value (BV)**.
* Conducted **JAD** session with developers and QA to ensure clarity and accuracy of their understanding for a **User Story**.
* Provided training sessions to end users and documented user manuals.
* Led requirement elicitation sessions with stakeholders to define **business needs** and functional requirements for a large-scale ERP implementation.
* Created **BRD, FRD, and SRS** documents ensuring clear scope alignment between business and IT teams.
* Designed **process flow diagrams, wireframes, and data models** to enhance system clarity.
* Managed **product backlog**, wrote **user stories** with detailed acceptance criteria, and prioritized tasks using **JIRA**.
* Conducted **UAT testing**, logged defects, and ensured **successful product sign-off**.
* Assisted in **data migration and reporting** using **SQL queries** and dashboards in **Power BI**.
* Collaborated with cross-functional teams, including developers, QA, and product owners, to ensure **on-time project delivery**.

## Education Details

**Advance Diploma in Electronics Engineering** **2011-2013**

Sheridan College, Brampton, ON, CA

**Bachelor of Technology in Electrical Engineering** **2006-2010**

Gujarat University, Ahmedabad, India