**Anjali Mehta**  
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Bangalore, India

**Professional Summary**

Proficient Technical Business Analyst with over 8 years of experience in software development and business analysis. Expertise in requirements gathering, systems analysis, technical solution design, and documentation. Adept at collaborating with cross-functional teams to deliver high-quality solutions aligned with business needs. Strong background in IT infrastructure, software development methodologies, and data analysis, complemented by excellent problem-solving and communication skills.

**Education**

**B. TECH IN Computer Science (July 2013 – June 2017)**

Manav Rachna International University, Faridabad

**Master of Business Administration (MBA) (Jan 2020 – Jan 2022)**  
Narsee Monjee Institute of Management Studies

**Certifications**

* **AZ-900 Fundamentals** (Microsoft Azure)
* **Agile in New – Accenture**
* **SQL for Data Science**
* **Business Analyst Course - Coepd**

**Technical Skills**

* **Languages**: SQL, PySpark (Basic), Scala (Basic)
* **Tools**: Elastic Search, Hadoop, GitHub, Microsoft Applications, Confluence, JIRA, Alteryx
* **Skills**: Project Management, Testing & Validation, RCA, Defect Management, SDLC, Stakeholder Management, Agile Methodologies, Troubleshooting, Change Requests, Risk Mitigation, UML diagrams, activity diagrams, wireframes, mockups, Data Analytics & Consumer Insights
* **Databases**: Relational Databases, Hadoop, DB2

**Professional Experience**

**Senior Analyst (Feb 2022 – Current)**  
**Business Analyst | Accenture| Risk and Regulatory Team | Client: HSBC**

* Gathered and documented business requirements using structured techniques such as interviews, focus group discussions (FGDs), and workshops, ensuring alignment with business objectives.
* Developed technical solutions to address business problems and communicated them clearly to stakeholders, ensuring cost-effective technology implementations.
* Created detailed use cases, storyboards, and functional specifications to guide development teams and stakeholders in system design and implementation.
* Conducted impact analysis and feasibility assessments for proposed changes to systems and processes.
* Performed gap analysis to identify differences between current and desired business processes and recommended improvements.
* Built data flow diagrams and use case diagrams to visualize interactions between systems, technology touchpoints, and KPIs.
* Collaborated with stakeholders to define non-functional requirements (NFRs) and created enabler stories for future enhancements.
* Managed risks and identified potential roadblocks, taking proactive steps to mitigate them.
* Conducted cost/benefit analysis and developed business cases to evaluate and prioritize project initiatives.
* Supported Agile methodologies (Scrum), participating in sprint planning, story refinement, and progress tracking.
* Worked with offshore teams to ensure effective communication and alignment across different geographies.

**Lead Analyst**   
**Wipro** | **US Healthcare Domain** | (Jan **2017 – Feb 2022)**

* Reviewed business requirements and analyzed how the application could fulfill them, ensuring alignment with client needs and goals.
* Maintained high levels of technical and process expertise, focusing on industry standards, client processes, and application utilities.
* Conducted impact analysis before implementing changes in the existing products to ensure minimal disruption.
* Provided technical solutions based on business requirements and changes needed in existing systems.
* Developed and maintained overall test strategies, including documenting test plans, test cases, and executing test scripts for unit testing and regression testing.
* Led user acceptance testing (UAT) and ensured systems met client expectations and business needs.
* Debugged and analyzed issues, providing resolution to technical problems.
* Generated reports from relational databases using SQL to meet client reporting requirements.
* Created and maintained comprehensive documentation for all tasks, ensuring clarity and transparency.
* Managed deployment planning, implementation, and post-deployment production checks to ensure seamless system updates and functionality.
* Worked closely with international customers, understanding their needs and ensuring smooth onshore-offshore collaboration .and maintained test plans, test cases, and test scripts to ensure comprehensive system testing.
* Led deployment planning and implementation, conducting production checks post-deployment to ensure smooth transitions.

**Projects**

**1. Web Application Deployment and RCA**

* Handled **end-to-end deployments** for healthcare web applications, Responsible for requirement gathering, Feasibility analysis, UML diagrams, wireframe , defect management, risk mitigation and stakeholder alignment.
* Conducted **root cause analysis** and **defect management** to ensure seamless application performance.

**2. Transaction and KYC Issue Resolution**

* Analyzed and resolved **transactions and KYC-related issues** for banking clients, ensuring compliance and data accuracy.
* Utilized **GitHub** for managing change requests and post-implementation reviews to streamline issue resolution processes.

**3. Data Asset Management and Governance**

* Executed **data extraction** and batch refresh using **PySpark queries** to ensure asset availability and operational efficiency.
* Monitored **SLAs**, KPIs, and collaborated with teams to resolve incidents and maintain data integrity.

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