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| **SHIKHA YADAV**  Business analyst  **CONTACT DETAILS**  8087516705,7202920804  shikha23yadav@gmail.com  [www.linkedin.com/in/shikha-yadav805](http://www.linkedin.com/in/shikha-yadav805)    **CORE COMPETENCIES**   * Requirement Lifecycle and management * Business Analysis Planning & Monitoring * Elicitation and collaboration * Strategy Analysis * Requirement Analysis & Design definition * Solution Evaluation   **TECHINICAL SKILLS**   * **Documentation Tools-**   MS Word, MS PowerPoint, MS Excel   * **Modelling Tools-**   MS Visio   * **Prototyping Tools-**   Axure 7.0 & Balsamiq   * **Reporting Tools**-   JIRA, BI   * **Database Tools-**   SQL  **SOFT SKILLS**   * Self-Motivated individual * Excellent communication skill * Adaptability and flexibility   **EDUCATION**   * M.COM (Advance Accounting)   Sardar Patel University   * B. COM Honours   Sardar Patel University  **CERTIFICATIONS**   * Certified Business Analyst from COEPD endorse by IIBA-(EEP) | **CAREER OBJECTIVE**  A dedicated and ambitious individual have overall 4 years of experience into Banking/ Insurance and 2.5 years’ experience as a business analyst. To secure a responsible career opportunity to fully utilize my Business Analyst skills, while making a significant contribution to the success of the company.  **PROFILE SUMMARY**   * Have a good understanding about **SDLC methodologies** including the **Waterfall and Agile**. * **Waterfall:** experience in gathering **requirement** using **Elicitation technique** prepared **RACI matrix** created **BRD FRD SRS** created **UML** diagram and **prototypes** using **MS vision, Axure** and **balsamic** prepared **RTM** participated in **UAT** * **Agile:** created **user story** with **acceptance criteria** **business value** and **complexity point**, knowledge on **product backlog**, **sprint backlog** assisted in **DOD** and **DOR** checklist participated **sprint** **meeting** and **sprint** and **product burn down chart**. Prioritize the **product backlog,** ensuring that the highest-priority items are at the top & represent the most valuable for Business. * Work closely with stakeholders to define and refine **user stories,** ensuring they meet business needs and user expectations. * Experience in **work collaboratively with the Development team** to articulate and clarify requirement. * Experience in handling sales, financial portfolios, addressing customers need, guiding customers for better investments, customer relationship management and handling customer complaints.   **WORK EXPERIENCE**  **TATA AIA LIFE INSURANCE (JAN 2024 TO MAY 2024)**  **Designation-** key account manager  **Project name-** Policy login portal (related to axis bank)  **Technology/tools-** CRM, JIRA, MS WORDS, MS EXCEL  **Methodology-** Agile  **Project description-** Objective is to provide Axis bank a life insurance policy login portal of TATA AIA using **(agile methodology)**  **Role-** Business analyst  **Responsibilities-**   * Interacted with the stakeholders (client and IT team) to gather, clarify and define all the **requirements** through **elicitation technique** and performed change impact analysis. * Created **user stories** with appropriate **acceptance criteria.** * Worked on CRM and handled policy login process.     **MAX LIFE INSURANCE COMPANY LTD (2021 TO 2024)**  **Designation-** Deputy manager  **Project name-** Insurance management system (IMS)  **Technology/tools-** AZURE, SQL, POWER BI,MS EXCEL, MS WORDS, Balsamiq, JIRA, CRM  **Methodology-** Agile  **Project description-** The objective is to provide centralized user-friendly online platform so that end user avails their policies services online using **(agile methodology)**  **Role-** Business analyst  **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.
* Worked on CRM, managed customers investment portfolio handling customer complaints, advised investors for better investment as per their risk appetite.

**Project name**- Portfolio management system

**Technology/ tools –** Azure, SQL, power bi,MS excel, MS words, balsamic, MS Visio, CRM

**Methodology-** Waterfall

**Project Description-** To provide an online platform to customer where they can check their equity and mutual fund base investments and related services

**Role-** Business analyst

**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).**
* Asked detailed questions to ensure all **gap analysis** complete between As-Is and To-Be state
* Created **Use Case Diagram** and **Activity diagrams** to visually describe the requirements.
* Used MS Visio for **modelling** and Axure 7.0 & Balsamiq for **Prototyping**
* Collaborated with technical SME to prepare **Software requirement specification (SRS).**
* Created and maintained **RTM** throughout the project.
* Assisted in the **testing** by preparing **Test Case Scenarios** and ensured the **UAT** was successful.
* Prepared project closer documents and signoff from client.
* Handled various services request of investor, handled customer complain and escalated it, worked on CRM, managed customers investment portfolio, advised investors for better investment as per their risk appetite and strong hold on sales.