**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**

**Responsibilities:**

**Team Size: Description of project**

* Developed detailed User stories for the product backlog using JIRA and conducted Sprint planning meetings to define upcoming work, assign story points, and establish acceptance criteria to ensure readiness.
* 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.
* Demonstrated a deep understanding of customer needs, delivering appropriate banking services.
* Recommended suitable banking products to customers, safeguarding their interests.

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

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

**Responsibilities:**

**Team Size: Description of project**

* 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 and activity diagrams. 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 lending gold and pension loans based on customer eligibility, needs, and bank norms.

**Rexel Utility, Newmarket, Canada**

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

**Responsibilities:**

**Team Size: Description of project**

* 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.
* Developed process flow diagrams and UML to identify gaps and system integrations.
* 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 June 2017 – Aug 2019**

**Responsibilities:**

**Team Size: Description of project**

* Worked with the **Product owner** to create User Stories addressing their **Business Value (BV)**.
* Documented the **User Stories** with **Acceptance criteria, prototypes, Business value, Precondition** and included any development and testing notes.
* Elicited requirements from business users using techniques like Interviews, Brainstorming, Prototyping and Focus groups.
* Created BRD and FRD for both functional and non-functional specifications.
* Developed process flow diagrams, UML to identify gaps, system integrations.
* Conducted **JAD** session with developers and QA to ensure clarity and accuracy of their understanding for a User Story.
* Analyzed & captured project related change requests & raised CRF (Change Request Form)
* Provided training sessions to end users and documented user manuals.
* Involved in User Acceptance Testing and regression testing

## 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