

Bhumika Sahu

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PROFESSIONAL SUMMARY

- Experienced and result-driven Business Analyst with 3.5 years of expertise in driving digital transformation, process optimization, and stakeholder collaboration across diverse business domains.
- Skilled in end-to-end project lifecycle management across Agile and Waterfall methodologies, including BRD/FRD drafting, requirement gathering, UAT coordination, and production support.
- Adept at AS-IS/TO-BE process modeling, gap analysis, change management, and stakeholder communication using tools like Confluence, JIRA, Visio, Miro, and Gliffy.
- Proficient in leading Agile ceremonies (Sprint Planning, Grooming, Retrospective), writing user stories, and coordinating defect management and QA testing.
- Strong analytical and technical skills with Advanced Excel and working knowledge of SQL for data validation, reconciliation, and performance reporting.

SKILLS

- SQL
- Miro, Gliffy
- JIRA & Confluence
- Power BI & Tableau
- MS Visio & Lucidchart
- UML Modeling
- Waterfall & Agile Methodologies
- Data Analytics & Visualizations
- BRD, FRS
- User Stories & Use Cases
- SharePoint
- MS Office Suite
- Business Modeling
- UAT
- Process Flow
- Stakeholder Communication
- Risk & Compliance
- Scrum

WORK EXPERIENCE

Cognizant Techonology Services, Pune

Client : PNC BANK

Jan 2023 – Apr 2025

Industry : E-Commerce

- Gathered & analyzed end-to-end business requirements, created BRDs & FRDs for regulatory, operational, & digital transformation projects.
- Developed AS-IS & TO-BE process models; identified gaps & proposed automation opportunities, improving efficiency by 30%.
- Created Epics, User Stories, & Acceptance Criteria for Agile projects; participated in ceremonies including Sprint Planning, Standups, Demos, & Retrospectives.
- Led UAT & SIT planning; performed defect tracking & triaging using JIRA & documented cases in Confluence.
- Collaborated with cross-functional teams to define test strategies & supported regression & integration testing.
- Addressed production issues, created change intakes, assessed impact, & ensured timely execution of fixes.
- Executed data reconciliation & validation using Advanced Excel & SQL; created performance dashboards.
- Ensured compliance with security protocols & regulatory requirements during the change lifecycle.
- Reviewed functional requirements & contributed to technical specifications & change implementation reviews.

- Spearheaded reconciliation of financial reports; tracked performance metrics and guided teams to improve productivity.
- Raised and tracked operational issues in ServiceNow and JIRA; implemented corrective measures, reducing processing delays by 20%.
- Created dashboards to monitor team performance; supported change initiatives in card onboarding and digital payment processes.
- Conducted process audits and helped standardize documentation practices across branches.

EDUCATION & CERTIFICATIONS

Dr. Dy Patil of Arts, Commerce & Science | Pune

BBA (Finance) | 2017 – 2020

Awards & Recognition

- Consistently awarded “Best Performer of the Month” for exceeding targets and delivering high-quality outputs across multiple projects.
- Recognized by leadership for organizing team engagement initiatives like Fun Fridays, Technical Quizzes, and process knowledge-sharing sessions.
- Achieved 100% compliance and target completion in operational and sales activities, contributing to team success and performance recognition.