

KALYANI BHAVSAR

Associate Business Analyst

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PROFESSIONAL SUMMARY

Results-driven and detail-oriented **Business Analyst** with hands-on experience in both **Waterfall** and **Agile-Scrum** project lifecycles. Successfully led end-to-end BA activities for **INTACT – Infosys Resilience Platform**, developed using Waterfall methodology, and delivered Agile-driven enhancements with a focus on **Data Recovery Automation**. Skilled in requirement elicitation, stakeholder management, documentation, prototyping, and sprint planning.

CORE COMPETENCIES

- Business Requirement Gathering & Analysis
- Use Case & Activity Diagrams (Visio, Balsamiq)
- Agile-Scrum Framework (JIRA, Confluence)
- Waterfall Project Lifecycle
- Wireframing & Prototyping
- Functional & Non-Functional Specifications
- Sprint Planning, Backlog Management
- User Stories, Acceptance Criteria, MVP
- Tools: MS Visio, Axure, JIRA, Balsamiq, MS Office

PROFESSIONAL EXPERIENCE

Infosys – Internal Project (INTACT Platform)

Business Analyst | OCT 2024 – Present

Project 1: *INTACT – Infosys Resilience Platform (Waterfall Model)*

- Gathered and analyzed business requirements to design a custom incident management system.
- Created detailed documentation including BRD, SRS, Use Case Diagrams, Activity Diagrams, and Functional Specification documents.
- Coordinated with developers, QA, and architects during each Waterfall phase.
- Created mockups and prototypes for key screens (login, incident dashboard, audit reports, etc.) using Balsamiq and Visio.
- Validated requirements using techniques like **FURPS** and **MoSCoW**.
- Handled change requests through formal CR documentation and impact analysis.

Project 2: Data Recovery Automation Enhancement for INTACT (Agile Model)

- Acted as **Product Owner** for enhancing the INTACT system with automated data recovery features.
- Defined the **Product Vision**, created **Product and Sprint Backlogs**, and managed Sprint artifacts.
- Conducted **Sprint Planning, Daily Stand-ups, Sprint Reviews, and Retrospectives**.
- Wrote detailed **User Stories** with acceptance criteria and BV/CP values.
- Tracked progress using **Burndown Charts** and led backlog refinement sessions.
- Collaborated closely with developers and QA to ensure delivery of working features at end of each sprint.
- Ensured compliance with Definition of Done (DoD) across all sprints.

Accenture Solutions Pvt Ltd

Oracle Database Administrator (DBA) | [MARCH, 2022] – [OCT,2024]

- Installed, configured, and maintained Oracle 12c and 19c databases for enterprise clients.
- Performed daily backup/recovery using RMAN, managed tablespaces, users, and roles.
- Tuned SQL queries and managed performance using AWR reports and OEM.
- Supported database patching, upgrades, and high-availability architecture (RAC, Data Guard).
- Worked with dev teams to provide secure and optimized DB environments for applications.
- Ensured compliance with data retention policies and internal audit guidelines.

PROJECT HIGHLIGHTS

INTACT – Infosys Resilience Platform (Waterfall):

- Built from scratch to monitor, manage, and report IT incidents.
- Documentation: BRD, SRS, RTM, Use Case Specification.
- Wireframes: Home, Login, Incident Dashboard, Audit Reports.

Data Recovery Automation Project (Agile Enhancement):

- Introduced automated incident detection and recovery features.
- Documentation: Product Vision, Sprint Plans, DoD, Burndown Charts.
- Tools Used: JIRA (Sprint Management), Balsamiq (Mockups), Confluence.

SOFT SKILLS

- Analytical Thinking
- Problem Solving
- Incident Management
- Team Collaboration
- Time Management & Multitasking
- ITIL Awareness
- Decision-Making & Adaptability
- Documentation
- Attention to Detail

EDUCATION

- **Master of Computer Application, Manipal University, Jaipur**
[July 2022 - July 2024]
- **Master in Business Administration, NMIMS, Mumbai**
[Jan 2022 - Jan 2024]
- **Bachelor of Computer Application, K B Joshi Institute, Pune**
[June 2018 - June 2021]