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| **SHIKHA YADAV**  **BUSINESS ANALYST**  **8087516705 Shikha23yadav@gmail.com** |

**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.

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| **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)   **PERSONAL DETAILS**   * **DOB-** 01 APRIL 1996 * **LANGUAGE-** ENGLISH, HINDI * **MARITAL STATUS-** UNMARRIED * **LOCATION-** PUNE | **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)**  **Role-** Business analyst  **Project name-** Policy login portal (related to axis bank)  **Methodology-** Agile  **Key deliverables**- Objective is to provide axis bank a life insurance policy login portal of TATA AIA.   * Interacted with the stakeholders (client and IT team) to gather, clarify and define all the **requirements** through **elicitation technique** created **user stories** with appropriate **acceptance criteria** with assistance of product owner adds user stories in **product backlog.** * Prioritize and validate requirements using **MOSCOW, FURPS** technique, added all the user stories into **sprint backlog** based on the order collaborated with scrum team and product owner for deriving **BV, CP**, assisted PO or creation of DOD and DOR checklist     **MAX LIFE INSURANCE COMPANY LTD (2021 TO 2024)**  **Role-** Investment advisor/ Business Analyst  **Project name-** Insurance management system (IMS)  **Methodology-** Agile  **Key deliverables**- The objective is to provide centralized user-friendly online platform so that end user avail their policies services online using **(agile methodology)**   * Collected all the new requirements **& Change Request** from stakeholders and performed **Impact Analysis.** * Communicated to the product owner and **scrum team.** * Identified the **Epic** and breaks them into **user stories**. * Assisted with PO and scrum team for discussing user story along with their **business value, complexity point** and **Acceptance criteria** * Discussed the **impediments** faced by the scrum team during the development process. * Prepared product and **sprint burndown charts** for graphical view of the remaining work left verses time. * Prepared the Checklist for **Definition of Done.** * Participated various meetings like **Sprint planning meeting, Daily scrum meeting, Sprint review meeting, and Sprint retrospective meeting.** * 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  **Methodology-** Waterfall  **Description-** To provide an online platform to customer where they can check their equity and mutual fund base investments and related services   * Collected all the requirements from client by using **Elicitation techniques** and prepared the **Business requirement document** (BRD) **& Functional Requirement specifications** (FRS). * Prioritized the requirements by using **MoSCoW technique** and validate the requirements using **FURPS** technique. * 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).** * Assisted in the **testing** by preparing **Test Case Scenarios** and ensured the **UAT** is successful. * Prepared project closer documents and signoff from client. * Asked detailed questions to ensure all **gap analysis** complete between As-Is and To-Be state * Handled various services 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. |