**Sanket Patil**

Business Analyst

# CONTACT DETAILS

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**CORE COMPETENCY**

* Business Analyst Planning & monitoring
* Project management
* Stakeholder management
* Elicitation & Collaboration
* Requirement Life Cycle Management
* Strategy Analysis
* Requirements Gathering
* Requirements Analysis & Design Definition
* Solution Evaluation

**TECHNICAL SKILLS**

* Operating systems: Windows 7 & 10
* Design tools: MS Visio, Draw.io
* Prototyping & Wireframes Tools: Balsamiq & Axure
* Utility: MS Office Suite
* Languages: UML
* SDLC models: Waterfall & Agile scrum
* Project Management Tools: JIRA
* Database: SQL
* Documentation tools: MS Office Suite
* Reporting Tools: Power BI & Tableau.

**SOFT SKILLS**

Cohesive team worker

* Self-motivated person
* Active listener
* Have good Presentation skills

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CAREER OBJECTIVE

A results-driven Business Analyst with over 10 years of experience in analyzing business processes and implementing efficient solutions. Seeking a challenging role to leverage my expertise in business analysis, process improvement, and agile methodologies to drive business growth and success.

# PROFILE SUMMARY

# Possess comprehensive expertise in various phases of the Software Development Life Cycle (SDLC), including Waterfall and Agile methodologies.

# Adept at gathering requirements using elicitation techniques and preparing Business Requirements Documents (BRD), Functional Requirements Documents (FRD), and Software Requirements Specifications (SRS). Skilled in preparing RACI Matrix, BCD, creating UML diagrams and prototypes, and tracking requirements through the Requirements Traceability Matrix (RTM). Well-versed in User Acceptance Testing (UAT) and handling change requests.

# Experienced in creating user stories, adding acceptance criteria, business value (BV), and complexity points (CP). Proficient in managing sprint and product backlogs, conducting various sprint meetings, and creating sprint and product burndown charts. Ensured adherence to Definition of Ready (DOR) and Definition of Done (DOD) checklists.

* 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** (Oct 2023 – Oct 2024)

**Designation**: Technical Support Engineer

**Role**: Business Analyst

## Project: Business one - SAP ERP System - Integrating sales, purchasing, inventory, and customer service

**Duration:** 1 year

**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 blockers 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.

# Assisted in Agile coaching for new team members, helping them understand Scrum processes and best practices.

# Worked closely with the DevOps team to improve CI/CD pipeline efficiency, ensuring faster deployments and minimizing downtime.

# CERTIFICATION

Certified Business Analyst, IIBA [EEP]

# EDUCATION

**B.Tech., Electrical Engineering,** 73.50% **(**2006-2010)

**TD Bank, Toronto, Canada** (Oct 2021 – Sept 2023)

**Designation**: Quality Engineer I

**Role**: Business Analyst

**Project:** Upgrading Guidewire system (version 8.0) to Guidewire system (version10.0)

**Duration: 2 years**

**Responsibilities:**

* 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.
* 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).**
* Translated **BRD** into **Functional Requirements Document (FRD),** Collaborated with the technical team, and prepared **SRS Document.**
* Created **UML diagrams** and **wireframes** to visually represent requirements using **MS Visio, Balsamiq, and Axure.**
* Created and maintained **RTM** throughout the project.
* Assisted in Testing Team by preparing **Test Case Scenarios** and ensured the **UAT** was successful.
* Led a cross-functional team in implementing a new enterprise resource planning (ERP) system, improving efficiency and streamlining operations.
* Coordinated and conducted company-wide training programs to enhance employee skills, leading to increased productivity and engagement.

**Rexel Utility, Newmarket, Canada** (Oct 2019 – Sept 2021)

**Designation**: Quality Engineer I

**Role**: Business Analyst

**Project: Automate Inventory, production tracking and supply chain management**

**Duration: 2 years**

**Responsibilities:**

* Analyzed existing manual processes, identified gaps, and defined automation areas using process flow and UML diagrams to enhance efficiency and accuracy.
* Collaborated with Senior Business Analysts and Product Owners to create User Stories that address business value, ensuring alignment with project goals.
* Documented User Stories with acceptance criteria, prototypes, business value, preconditions, and included development and testing notes for clear and comprehensive requirements.
* Elicited requirements from Business Users using various techniques, including interviews, brainstorming, prototyping, Joint Application Development (JAD), and focus groups to gather comprehensive business needs.
* Analyzed and captured project-related change requests, raising Change Request Forms (CRF) to ensure proper documentation and handling of changes.
* Created Business Requirements Documents (BRD) and Functional Requirements Documents (FRD) for both functional and non-functional specifications, ensuring clarity and completeness.
* Involved in UAT and regression testing, ensuring the final product met user expectations and requirements.
* Coordinated and resolved team issues to ensure timely delivery of quality products, fostering collaboration and effective communication among team members.
* Prepared weekly and monthly status reports to provide updates on project progress, risks, and issues to stakeholders.

**House of Electricals, Markham , Canada** (Oct 2017 – Sept 2019)

**Designation**: Quality Engineer I

**Role**: Business Analyst

**Duration**: 2 years

**Responsibilities:**

* Worked with the Product Owner to create User Stories addressing Business Value (BV), ensuring clear and detailed requirements for development teams.
* Conducted JAD sessions with developers and QA to ensure clarity and accuracy in their understanding of User Stories, promoting effective communication and collaboration.
* Provided training sessions to end users and documented user manuals, ensuring proper knowledge transfer and user readiness.
* Led requirement elicitation sessions with stakeholders to define business needs and functional requirements for a large-scale ERP implementation, ensuring comprehensive understanding and alignment.
* Created Business Requirements Documents (BRD), Functional Requirements Documents (FRD), and Software Requirements Specifications (SRS), ensuring clear scope alignment between business and IT teams.
* Designed process flow diagrams, wireframes, and data models to enhance system clarity and ensure accurate representation of business processes.
* Managed product backlog, wrote user stories with detailed acceptance criteria, and prioritized tasks using JIRA, ensuring effective backlog grooming and task prioritization.
* Conducted UAT testing, logged defects, and ensured successful product sign-off, verifying that the final product met user expectations and requirements.
* Assisted in data migration and reporting using SQL queries and dashboards in Power BI, ensuring accurate data transfer and insightful reporting.
* Collaborated with cross-functional teams, including developers, QA, and product owners, to ensure on-time project delivery and effective teamwork.

**Qualitest International, Newmarket , Canada** (Mar 2013– Sept 2017)

**Designation**: Technical Support Engineer

**Team Size: 10**

**Role**: Business Analyst

Project: **Business one - SAP ERP System - Integrating sales, purchasing, inventory, and customer service**

**Duration: 4 years**

* **Duration:** 1 year

**Responsibilities:**

* Led **requirement Elicitation sessions** with stakeholders using various techniques such as interviews, surveys, and workshops to ensure comprehensive understanding of business needs.
* Defined and documented business processes in **Business Requirements Documents (BRD) and System Requirements Specifications (SRS),** aligning them with Agile methodologies.
* Developed detailed user stories for the product backlog in **JIRA**, ensuring clarity, conciseness, and alignment with stakeholders' acceptance criteria. Conducted sprint planning meetings to prioritize and plan work for each sprint.
* Led **daily Scrum meetings (stand-ups)** to track progress, discuss roadblocks, and ensure team alignment and collaboration.
* Communicated progress updates to stakeholders through **sprint and product burndown charts,** providing transparency and visibility into project status.
* Provided continuous support to development and testing teams, ensuring all criteria for the **Definition of Done (DoD)** were met and quality standards were upheld.
* Facilitated sprint review and retrospective meetings to evaluate sprint outcomes, gather feedback, and identify areas for improvement in future sprints.
* Initiated and managed change requests post-project launch by conducting feasibility studies, assessing impact, and collaborating with the team via escalation portals to implement necessary changes.
* Conducted **UAT** testing sessions with clients, gathered feedback, and obtained client sign-off to ensure the final product met their expectations and requirements.