

# RAKSHANA R

## BUSINESS ANALYST

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### CAREER OBJECTIVE:

“A competent and seasoned expert with over 2 years of rich experience in Business Analysis and Human Resources. Possess strong skills in Business Analysis with a good understanding of SDLC, including Agile and Waterfall models. Involved in Business Requirement Gathering & analysis, performing Risk & Gap Analysis, Client/Team coordination, and Human Resource Management.”

### CORE COMPETENCES

- Business Analysis Planning and Monitoring
- Elicitation and Collaboration
- Requirement Life cycle Management.
- Requirement Analysis and Design Definition
- Strategy Analysis
- Solution Evaluation
- Stakeholder management
- Project management

### TECHNICAL SKILLS

- Documentation Tools: MS Suite
- Prototyping & Wire frames Tools: Axure & Balsamiq
- Modeling Tools: MS Visio and Draw.io
- Project Management tool: JIRA
- Reporting Tool: Power BI
- Database : SQL

### EDUCATION

- Master of Business Administration  
VIT University - 8.8 CGPA

### CERTIFICATION

- Certified IT – Business Analyst  
IIBA [EEP]
- MS - Office

### PROFILE SUMMARY

- In-depth knowledge of SDLC across various phases, including Waterfall and Agile methodologies.
- Proficient in Waterfall Model: Gathered requirements using elicitation techniques and prepared BRD, FRD, and SRS. Created RACI Matrix, BCD, UML diagrams, and prototypes. Managed requirement tracking through RTM and handled UAT and change requests efficiently.
- Expert in Agile Scrum: Created user stories with acceptance criteria, BV & CP, and managed sprint & product backlogs. Conducted various sprint meetings, tracked progress using sprint & product burndown charts, and ensured adherence to DOR and DOD checklists.
- Human Resources expert in Recruitment, Attendance Management, Payroll Management, Employee Grievance Handling, Performance Management, and Employee Rewards & Recognition. Organized and led corporate social responsibility (CSR) initiatives, fostering community engagement.

### WORK EXPERIENCE

July 2023- Sep 2024

#### ALLDIGI TECH LIMITED

##### Sr. HR Executive

##### Project: New HRMS Implementation (Payroll and Reports Dashboard) - Agile

**Project Description:** Implemented HRMS Payroll and Reports Dashboard using Agile methodology, driving iterative development, continuous feedback, and sprint planning to enhance payroll automation and real-time reporting capabilities.

##### Role: Business Analyst

##### Roles and 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 road blocks in the project.
- Generated sprint and product burn-down/burn-up charts to track project progress.
- Participated in product planning and UAT to successfully deliver each sprint component.
- Managed HRMS scope changes and aligned stakeholder expectations to mitigate risks.
- Create and execute the user manual/document and training material.

## AWARDS

- Received the Highflyer Award from Qness Corp for excellence.
- Standout Performer Award at Qness Corp Annual Awards.

## SOFT SKILLS:

- Analytical and Critical Thinking
- Communication
- Adaptability
- Empathy
- Continuous Learning
- Attention to Detail

## LANGUAGE:

- English and Tamil

## PERSONAL INFORMATION:

- Notice Period : Available to Join Immediately

## Project: New HRMS Implementation (Employee Profile Management) - Waterfall

Sep 2022 - June 2023

**Project Description:** Led the modernization of the HRMS using Waterfall methodology, enhancing employee profile management through improved data accuracy, security, and accessibility. Delivered a centralized system for employee records, work history, and performance tracking, ensuring alignment with business objectives. Oversaw end-to-end implementation, including analysis, design, testing, and training, optimizing HR operations and driving operational efficiency.

### Role: Business Analyst

### Roles and Responsibilities:

- Conducted Enterprise Analysis and with 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.
- Conducted gap analysis for HRMS to identify process improvements and align with business needs.
- Defined HRMS data migration requirements and ensured smooth transition from legacy systems.
- Facilitated HRMS communication between business and technical teams, documenting decisions.
- Used HR domain knowledge to recommend processing changes that will create efficiencies, solve problems, implement new products and product changes.