

## Shailey Burad

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### Professional Summary

Proactive and detail-oriented Business Analyst with 4.5+ years of experience in business analysis and quality assurance within Agile and Waterfall environments. Skilled in requirement elicitation, BRD/FSD creation, user stories, UAT, and business process improvement. Demonstrated ability to collaborate with cross-functional teams and government stakeholders to deliver IT solutions in sectors including Government, Retail, Telecom, and Utilities. Adept at using tools like JIRA, Postman, and MS Visio to drive functional excellence and user-centric outcomes.

### Key Skills & Tools

- Requirement Gathering | BRD, FSD, User Stories
- Agile & Waterfall Methodologies | Scrum Ceremonies, Sprint Planning
- Business Process Modeling | Use Cases, BPMN, MS Visio
- Testing & QA | Manual Testing, Test Cases, UAT, API Testing (Postman)
- Tools: JIRA, Confluence, Postman, MS Office (Excel, Word, PowerPoint)
- Stakeholder Communication | Gap Analysis, Functional Walkthroughs
- Process Optimization | Workflow Automation, Reengineering

### Professional Experience

**Business Analyst | S2 Infotech International Pvt Ltd (Contractual) | Mumbai | Aug 2024 – Jan 2025**

- Collaborated with government stakeholders to gather, validate, and document functional/non-functional requirements.
- Authored BRDs, FSDs, and user stories aligned with regulatory and business needs.
- Conducted gap analysis and proposed process optimizations for financial workflows.
- Supported UAT and ensured the system met all compliance standards.

**Software Engineer – QA & BA Support | Wipro Technologies | Hyderabad | Oct 2019 – Oct 2023**

- Led testing for chatbot, web, and mobile applications; created and executed detailed test cases.
- Conducted API testing using Postman and defect tracking in JIRA.
- Partnered with cross-functional teams to improve product usability and QA efficiency.
- Supported the BA team in requirement documentation and sprint planning.

## Key Projects

### Government Payroll & Finance Management System (Maharashtra Government)

- Gathered requirements through stakeholder interviews/workshops.
- Created BRDs, FSDs, process models, and audit trail documentation.
- Streamlined payroll processing and regulatory reporting through workflow optimization.

### E-Commerce Web Application (Vodafone - Telecom Domain)

- Documented business rules for mobile recharge plans, tariffs, and promotions.
- Coordinated with UI/UX teams and ensured compliance in customer-facing updates.
- Maintained change logs and supported regression testing.
- Performed manual testing of SharePoint enhancements, including validation of document workflows, permissions, and metadata tagging for internal content publishing.
- Validated custom SharePoint forms and web parts for internal knowledge management system, ensuring cross-browser compatibility and defect logging via JIRA.

### Retail Chatbot – Apple Products via Social Media

- Created conversational flows for WhatsApp, Facebook, and other platforms.
- Authored user stories for multilingual support, payment, and product navigation.
- Performed exploratory testing across devices and platforms; enhanced UX flow.

### Customer Billing & Service Portal – Thames Water (Utilities)

- Supported BA team in documenting billing, payments, and complaint workflows.
- Authored user stories, acceptance criteria; updated JIRA boards and sprint backlogs.
- Conducted test case design, UI/functional testing, and defect logging.
- Identified UX issues and improved billing error rate by 30%.

## Education

Bachelor of Engineering – Computer Science

Ballarpur Institute of Technology | 2019 | CGPA: 7.09

Diploma in Computer Engineering

Shri Sai Polytechnic | 2016 | 68.13%