Harsh L. Zope

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Professional Summary

Skilled and **Detail-Oriented** Business Analyst transitioning from a psychology background, with experience in **Requirement Gathering**, **Stakeholder Engagement**, and creating impactful **Technical Documentation**. Proficient in preparing **BRDs**, **FRDs**, **User Manuals**, and **Technical Diagrams**. Demonstrated expertise in **Agile methodologies**, **Waterfall Workflows**, and **SDLC processes**, ensuring alignment between **Business Needs** and **Technical Solutions**.

Key Skills

- Documentation Expertise: **BRD**, **FRD**, **SRS**, **API Documentation**, **Release Notes**, **User Manuals**, **Technical Flow Diagrams**
- Tools**: Jira**, **Confluence**, **Lucidchart**, **MS Visio**, **Balsamiq**, **SPSS**
- Technical Proficiency: **UML Diagrams**, **ER Diagrams**, **Data Flow Diagrams**, **System Architecture Diagrams**
- Soft Skills: **Communication**, **Analytical Thinking**, **Collaboration**, **Problem Solving**, **Attention to Detail**

Professional Experience

Manahshanthi Centre (Live Project)

Role: Business Analyst | *12/2024 – 02/2025*

- Collaborated with **Agile teams** to develop a mental health platform, featuring **appointment booking**, **therapist profiles**, and **resource sharing**.
- Created and documented detailed **user stories** with **acceptance criteria** to guide the **development process**.
- Developed **system architecture diagrams** and **process flow diagrams** to support technical teams.
- Conducted **sprint reviews** and **retrospectives**, maintaining project momentum and ensuring alignment with objectives.
- Delivered user-focused documentation, including **release notes** and **workflows**.

Prerna Centre for Excellence (Live Project)

Role: Business Analyst | *10/2024 – 12/2024*

- Gathered requirements through **stakeholder interviews** to define the **scope and objectives** of a website for a motivational speaker.
- Created comprehensive **BRDs** and **FRDs** for features like **event showcases**, **ticket booking**, and **user registration**.
- Designed **wireframes** and **process workflows** using **Lucidchart** for seamless communication with developers.
- Ensured timely **project delivery** by coordinating with **cross-functional teams** and stakeholders.

Independent Counselling Psychologist

Role: Founder & Practitioner | *09/2023 – Current*

- Conducted detailed **Psychological Assessments** to identify client needs and designed tailored **Intervention Plans**.
- Maintained accurate **Client Documentation** and reports, demonstrating strong **Organizational** and **Writing Skills**.
- Facilitated **Workshops** on **Mental Health Awareness** and personal development, showcasing excellent **Communication** and **Presentation Abilities**.

Clinical Research Intern
The Mind Solutions Centre | Bhusawal, Maharashtra | 01/2023 – 03/2023

- Performed investigations and evaluations of **Client Engagement** to **Identify Opportunities** for **Process Optimization** and service improvement.
- **Documented** case outcomes, providing insights for strategic adjustments in service offerings and **Customer Satisfaction** improvements.
- Communicated findings and recommendations to **Stakeholders** for informed **Decision-Making**.

Global Volunteer | Supporting Education Prepare Project (AIESEC)

Role: Volunteer | *12/2019 – 01/2020*

- Designed and delivered **Workshops** on **child safety**, **emotional intelligence**, and **well-being** to 200+ participants.
- Collaborated with **international teams** to implement **UN SDG #3 initiatives**, demonstrating **Cross-Cultural Communication** and teamwork.

Education

M.Sc. in Applied Psychology (Clinical Health Psychology)
Chinmaya Vishwa Vidyapeeth | CGPA: 7.73 | 2021–2023
B.Sc. in Integral Psychology
MIT ADT University | CGPA: 8.01 | 2017–2020

Certifications

- *Undergoing* **Business Analyst Training (IIBA Endorsed)** – COEPD, Pune

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