

Roopshree D. Shelke

Business Analyst | OutSystems Developer | IT Consultant

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Core Competencies

- Business Analysis: Requirements Gathering, Gap Analysis, Functional & Non-functional Requirements, Use Case Modeling
- Documentation: BRD, FRD, SOW, User Stories, Test Cases, POC, UAT
- Tools: Jira, Confluence, MS Excel, OutSystems, SQL, Draw.io, Visio, Axure, Power BI
- Soft Skills: Client Communication, Problem Solving, Team Collaboration, Agile Mindset

Professional Experience

Persistent Systems, Pune | Lead Software Engineer | Feb 2023 – Present

- Documented and maintained Business Requirement Documents (BRD), Functional Requirement Documents (FRD), and Requirement Traceability Matrix (RTM) aligned with RBI regulations and internal compliance standards.
- Created and refined user stories using INVEST principles with well-defined acceptance criteria, ensuring all onboarding scenarios were accurately captured and prioritized in the backlog.
- Led requirement gathering sessions with banking stakeholders, and end-users to understand current onboarding workflows and identify pain points across KYC, AML, and account setup processes.
- Collaborated with UI/UX teams to design intuitive customer onboarding interfaces; developed wireframes and prototypes using Axure and Balsamiq to visualize workflows such as eKYC, document upload, and account verification.
- Facilitated Agile ceremonies including daily stand-ups, sprint planning, retrospectives, and backlog grooming in coordination with the Product Owner, QA, and development teams. Used JIRA and Confluence for sprint tracking, user story management, defect logging, and maintaining all project artifacts for improved visibility and audit readiness.
- Participated in sprint demos and release presentations, showcasing onboarding features such as KYC, digital signature integration, and automated approval routing.
- Performed UAT and test case walkthroughs, ensuring that all functional and non-functional requirements especially those related to performance, security, and customer data validation were met.
- Conducted gap analysis and impact assessments for new regulatory changes ensuring timely system adaptations and minimal business disruption.
- Created real-time dashboards and reports for program managers and senior stakeholders, tracking onboarding funnel metrics, drop-off rates, and SLA adherence.
- Supported post-deployment activities including production issue triage, enhancement backlog creation, and user training for new onboarding modules.

Netlink Software, Pune | Associate Software Engineer | Oct 2021 - Feb 2023

- Eliciting, analyzing, and documenting functional and non-functional requirements using various techniques (interviews, workshops, Observations, surveys, etc.).
- Worked with Developers, Business analysts and Project managers to determine requirements Functional and Non – Functional.
- Creating detailed business requirements documents (BRDs) and functional specifications.
- Collaborating with technical teams to design and develop solutions that align with business objectives.
- Extensively used agile methodology in the process of project management based on SDLC.
- Responsible for creating the document like revise BRDs, FRDs as per client requirements.

- Applied SQL to develop and optimize stored procedures for various use cases such as User tracking, inventory management, and customer profiling.
- Analysed the user requirements, functional specifications and used Case documents for Functional testing.
- Coordinated with developers and record defects in JIRA to track until they are resolved.
- Attending Sprint Plan meetings and estimating story points for each user story.

Vidya Online Service, Pune | PHP Developer | Dec 2020 - Oct 2021

- Designed and developed applications for government clients (Indian Navy - PCDA), improving pension system performance and reliability.
- Migrated databases from FoxPro to MySQL, enhancing system accessibility and integrity.
- Assisted senior analysis in gathering and documenting business requirements, ensuring alignment with project goals.
- Supported the creation and maintenance of projects documentation, including meeting notes, status reports and project plans.
- Conducted Preliminary data analysis to identify trends and insights that informed project decisions.
- Participated in stakeholder meetings and requirement review sessions, capturing key discussions and action items.
- Assisted in the preparation of BRD and FRD under the guidance of senior analysis.
- Collaborated with the project team to track project progress, update project management tools, and ensure timely completion of tasks.

Netweaver Technovation Pvt. Ltd., Vashi | PHP Trainee | Apr 2019 - Dec 2020

- Built and maintained multiple PHP-based websites, coordinating with UI teams to ensure responsive designs.
- Performed data Quality assessments for datasets, ensuring completeness and accuracy prior to analysis.
- Analyzed data, segmenting and targeting high-value customers through demographics and attributes.

Education

- Bachelor of Engineering (IT) - Pillai HOC College of Engineering (2018) | CGPA: 6.6/10
- Diploma in Industrial Electronics - Fr. Agnel Polytechnic (2015) | 79%
- SSC - Maharashtra State Board (2012) | 80%

Certifications

- OutSystems Associate Reactive Developer (O11)
- OutSystems Mobile Developer Specialization
- IIBA Certification - Business Analysis Fundamentals

Projects Highlight

- ATM Services Optimization (Client: Global TIS) - Created BRD and coordinated stakeholder sign-off for end-to-end ATM lifecycle tracking system.
- Customer Onboarding System (Client: Bank of Cyprus) - Led documentation and use case design for new account opening and digital KYC compliance.
- Order Fulfillment Portal - Collaborated with cross-functional teams to streamline workflow, improving TAT by 25%.