Sanket Patil

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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.

KEY COMPETENCIES

Business Analyst Planning & Monitoring	Elicitation & Collaboration	Requirement Gathering
Project Management	Requirement Lifecycle Management	Stakeholder Management
	Strategy Analysis	

TECHNICAL SKILLS

SDLC Models: Waterfall & Agile Scrum	Prototyping & Wireframes Tools: Balsamiq & Axure	Project Management Tools: JIRA Database: SQL
Design Tools: MS Visio, Draw.io	Languages: UML	Reporting Tools: Power BI & Tableau

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.

PROFESSIONAL EXPERIENCE

Qualitest International, Richmond Hill, Canada   **Oct 2023 - Oct 2024**

Designation: Technical Support Engineer

Role: Business Analyst

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

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.

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)

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: Inside Sales

Role: Business Analyst

Project: Automate Inventory, production tracking and supply chain management

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: Technical Support Specialist

Role: Business Analyst

Project: ERP Implementation

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

Role: Business Analyst

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

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.

EDUCATION & CERTIFICATIONS

Bachelor of Engineering
Majors: Electrical Engineering
2006-2010

Certification
Certified Business Analyst, IIBA [EEP]

EXTRACURRICULAR ACTIVITIES

Pickering Club
Badminton