

Core Competencies

- Requirement gathering & Documentation
- Process mapping (as is – to be)
- Stakeholder engagement
- Gap & Root cause analysis
- CRM & Work flow systems
- Solution Evaluation

Soft Skills –

- Analytical Thinking
- Problem-Solving
- Stakeholder Management
- Attention to Detail
- Adaptability
- Empathy & Active Listening
- Time Management

Technical Skills-

- Modeling Tools : MS Visio
- Documentation tools : MS Office
- Database: MySQL
- Prototyping Tools: Axure RP & Balsamiq
- Reporting tools- JIRA
- Other Tools – Power BI & Tableau

Education-

- B.Com (computers)

Certification

- Certified IT-Business Analyst from COPED (IIBA -EEP)

Career objectives:

Analytical and detail-oriented professional with 2+ years of experience in health care operations in IT Domain. Adept at stakeholder communication, process optimization and data interpretation. Recently completed formal training in Business analysis with hands-on project experience in requirement gathering, workflow analysis and user documentation. Eager to leverage domain knowledge and analytical mindset in a Business Analyst role to bridge gap between business needs and technology solutions

Profile summary:

Experience in gathering business and functional requirements from clients and preparing the BRDs, FRDs, user stories and acceptance criteria; Collaborated with QA and Development teams during sprints.

In depth knowledge of various phases in SDLC (**Agile scrum and waterfall**)

Project Name: Optum health support **Methodology:** Agile

Project Domain: Health insurance **Duration** : 24 months

Tools worked On- JIRA, Scrum, Power BI, Tableau

Key expectations

Participated in Agile ceremonies including daily stand-ups, sprint planning, and retrospectives, contributing to smoother sprint execution.

Collaborated with Product Owners and stakeholders to gather requirements and convert them into well-defined user stories with clear acceptance criteria. Maintained and prioritized the product backlog in JIRA, ensuring clarity and alignment with sprint goals.

Project Name: Global E-support **Methodology:** waterfall

Project Domain: E-mart **Duration** :16 months

Key expectations-

Created comprehensive Business Requirement Documents (BRD) and Functional Specification Documents (FSD), conducted Requirement elicitation sessions with SMEs, capturing all business rules before system design began.

Visually represented the requirements using UCDs and prototyping

Facilitated formal requirement sign-off meetings and User Acceptance Testing (UAT) and validated deliverables against documented requirements.

Managed scope changes through structured change request processes and Maintained traceability matrix to track requirement coverage throughout the SDLC and Delivered weekly progress reports.

