

Professional Summary

Business Analyst with experience in gathering requirements, analyzing business processes, and documenting BRD, FRD, SRS, and user stories. Proficient in SDLC methodologies (Agile, Waterfall), stakeholder analysis, and translating business needs into functional specifications. Skilled in cross-functional collaboration.

Technical Skills

- Requirement Documentation: BRD, FRD, SRS, User Stories, Use Cases, UML, BPMN
- Elicitation Techniques: Interviews, Workshops, Brainstorming, Document Analysis
- SDLC Methodologies: Agile (Scrum), Waterfall
- Process Modeling: As-Is / To-Be Process, Activity Diagrams, Use Case Diagrams
- Reporting & Analysis: Power BI, Tableau, MS Excel (Pivot Tables, Charts)
- Database Skills: SQL (for querying and data extraction) Tools: JIRA, MS Visio, Balsamiq, Axure RP, Microsoft Word, Excel, PowerPoint
- Soft Skills: Excellent Verbal and Written Communication, Problem-solving, Team, Collaboration

Professional Experience

COPD Business Analyst Trainee

Sept 2024 – June 2025 | Pune, India

Internship

- Analyzed business needs and created requirement documentation (BRD, FRD, SRS).
- Gathered requirements through stakeholder meetings, interviews, and observation.
- Defined As-Is and To-Be process flows using UML & BPMN tools.
- Created use cases, activity diagrams, RACI Matrix, and RCA.
- Worked in Agile environment with developers, testers, UI/UX, product owner, and QA team.
- Handled change requests and conducted UAT sessions to ensure functional alignment.

ShopperStop Ltd.

2019 – 2024 | Pune, India

Customer Care Associate & Cashier

- Delivered exceptional customer service by resolving payment gateway-related issues and improving customer satisfaction.
- Promoted to Backend Cashier; managed end-to-end cash flow operations and team performance.
- Led a team of 12 to achieve sales targets and meet operational deadlines.
- Awarded for excellence in cash management and recognized in several R&R programs.
- Hands-on experience with POS and retail software including XStore, D-365, and M-POS.

Project Experience

Billing Software System

- Studied the client's billing operations and recommended optimized solutions.
- Collaborated with development team to implement features like invoice automation, report generation, and tax calculations.
- Prepared complete documentation from business requirement gathering to UAT.
- Designed wireframes using Balsamiq and created interactive flow diagrams using MS Visio.
- Participated in testing and provided support for bug resolution and final deployment.

Education

MBA in Finance

D.B. Research and Management Institute

2023 – 2024 | GPA: 7.86

HSC (XII) – 88%

Parimal College, Latur

Represented college in state-level wrestling championship.

SSC (X) – 86%

Parimal High School

Certification

IIBA – Entry Certificate in Business Analysis (ECBA)