Snehal Wankhade

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Summary

Detail-oriented professional transitioning into Business Analysis with 6.5 years of experience in customer service and data management. Proficient in identifying business needs, analyzing data, and collaborating with stakeholders to deliver process improvements. Skilled in leveraging transferable skills such as problem-solving, communication, and requirement gathering to support successful project outcomes. Eager to contribute analytical expertise and a customer-focused mindset to drive business success.

Technical Expertise

- **SDLC**
  - Agile Methodology (SCRUM), Waterfall Model
- **Tools**
  - JIRA, MS Visio, Balsamiq, Axure RP, Tableau, Google Office Suite, Aspera faspex
- **Key Skills**
  - Requirement gathering and analysis
  - Stakeholder communication and management
  - Process improvement and optimization
  - Data analysis and reporting
  - User Acceptance Testing and documentation
  - Prototyping and wireframing
- **Domain**
  - US E-Commerce and Retail, Corporate Customer Support and Account Management, IT services, Media and Entertainment Technology

Professional Experience

Company3 Method India Pvt. Ltd. Pune
Data Technician
07/2022-04/2024

- Organized and analyzed post-production data, ensuring seamless operations for time-critical projects.
- Efficiently processed incoming client-supplied content and outgoing work deliveries, maintaining a seamless data flow and minimizing delays.
- Identified and resolved operational issues by performing root cause analysis, leading to improved workflow and reduce downtime.
- Ensured that all processed content met quality standards and client's specifications, reducing errors and reworks.
- Adhered to company policies and industry regulations to ensure that all processes and documentation were complete and up-to-date.
- Implemented agile methodologies using a Scrum framework for Content Quality Check Workflow System Development project

- Used MOSCOW and agile prioritization techniques to develop high-value features in early sprints
- Helped with sprint planning, sprint reviews, sprint retrospectives and daily scrums
- Developed comprehensive user stories and acceptance criteria.

Amazon Development Center India-PNQ10 Pune
CS Associate
10/2017-07/2022

- Assisted in the management of post-sales operations, focusing on customer care and logistics coordination.
- Collaborated with teams to document customer pain points, which informed process improvement projects.
- Acted as a liaison between customers and internal departments to address complex issues, ensuring alignment of services with business goals.
- Acted as SME and mentored newly hired CSA's, headcount of 15 with problems they encountered while handling customer contacts.
- Supported the project manager in managing CSA expectations for project deliverables for **Supervised LISA project**
- Assisted in analyzing business requirements, creating detailed documentation, tracking defects to resolution, ensuring the system met predefined quality standards
- Developed test cases and ensured thorough system and user acceptance testing to validate
- Collaborated with cross-functional teams to validate proposed solution during UAT phase
- Collaborated with stakeholders to understand chatbot objectives for **Amazon BOTLAB project**
- Acted as a bot to process customer queries, simulating chatbot behavior and testing response accuracy
- Created reports highlighting success rates, failure points, and recommendations for improving automated responses.
- Presented findings and proposed enhancements to product managers and technical teams

Certificates

- IT Business Analyst Training
  IIBA Endorsed Course Certification issued by COEPD
- Business Analysis Foundations
- Agile Project Management with Jira Cloud:1 Projects, Boards, and Issues
- Ask Questions to Make Data-Driven Decisions

Awards and Appreciation

- Support Team Mention for Thor: Love & Thunder (2022) successful post-production and data management for globally acclaimed blockbuster film
- Reward and Recognition Award for exceptional contributions to team performance and exceeding organizational expectations
- Outstanding Performer for delivering high-quality results and driving operational efficiency over three consecutive months

- Superhit Award for exceptional performance during peak operational periods

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Education

Bachelor of Engineering (IT)
Savitribai Phule Pune University
2012-2016

- Been a member of college core committee to head a department
- Conducted marketing and advertising campaigns for college tech fest
- Been a department co-head for college cultural event

Interests

- Practicing mindfulness and meditation to enhance focus and productivity.
- Gardening and nature walk to unwind and reconnect with the environment.