

Name: Manisha Tilekar

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Core Competencies

- Business Analysis Planning and Monitoring.
- Elicitation and Collaboration.
- Requirement Life cycle Management.
- Requirement Analysis and Design Definition.
- Strategy Analysis.
- Solution Evaluation.
- Stakeholder management.
- Project management.

Technical skills

- Documentation Tools: **MS Office**
- Prototyping Wire frames Tools: **Axure & Balsamiq.**
- Modeling Tools: **MS Visio, Draw.io.**
- Database: **SQL**

- Project Management tool: **JIRA**
- Reporting Tools: **Power BI & Tableau**
- Data Analytics - **Python & Tableau**

Domain Knowledge

- Supply Chain Management
- Shipping and logistics

Education

- Master of Business Administration (Operation and Supply chain Management)

Certificates:

- Certified IT-Business Analyst from COEPD
- Supply Chain and Logistics Management in Agriculture and Food Industry (2021)

Career Objective

Logistics and operations specialist with 2.6+ years of experience, transitioning into Business Analysis. Skilled in Agile methodologies, requirement documentation, stakeholder communication, and data visualization tools. Seeking to deliver high-impact solutions by leveraging domain expertise and formal BA training.

Profile Summary

- In-depth knowledge of **SDLC** across Waterfall and Agile methodologies, with hands-on experience in end-to-end project execution.
- Proficient in Waterfall model: Gathered requirements using elicitation techniques; prepared **BRD, FRD**, and **SRS**; created **RACI Matrix, Business Case Documents (BCD), UML diagrams, wireframes**, and maintained traceability through **RTM**. Supported **UAT** and effectively managed change requests.
- Experienced in Agile Scrum: Created user stories with acceptance criteria, calculated **Business Value (BV)** and **Complexity Points (CP)**, managed sprint and product backlogs, conducted sprint ceremonies, tracked progress using Burndown Charts, and ensured **DOR** (Definition of Ready) and **DOD** (Definition of Done) compliance.
- Real-time experience in logistics: Managed international documentation including **MBL and HBL** preparation, coordinated with vendors, and ensured compliance with **IMDG** for **DG cargo**.
- Operations experience: Led inventory optimization and issue resolution through **ERP and CRM tools**, improving delivery accuracy and reducing escalation turnaround time.

Work experience

Mediterranean Shipping Company | **Feb 2025 - Present**

Designation: Assistant Executive - Documentation

- Managed Europe (**RIGA**) logistics process, including export documentation for **Poland and Hungary**.
- Prepared and validated **MBL and HBL**, ensuring international shipping compliance.
- Coordinated inland transportation and tracked **in-transit** cargo.
- Handled **DG cargo** documentation aligned with **IMDG** code.
- Coordinated with vendors and agents for **amendments**, re-issuance, and corrections of B/L.
- Maintained shipment records to support audit requirements.

K12 Techno Services Pvt Ltd | **Feb 2023 - Aug 2024**

Designation: Store Manager - Operations

Project 1: Eduvate – A learning management system.

Project description: Eduvate is a school management platform that streamlines communication and enhances academic tracking. It features curriculum-aligned content, performance dashboards, and fee management.

Role: Business Analyst

Responsibilities:

- Gathered and prioritized user stories using **Agile (Scrum, MoSCoW)** methodology.

- Participated in **sprint planning**, **UAT**, and stakeholder demos to ensure requirement alignment.
- Improved academic tracking, fee dashboards, and in-app communication tools.
- Managed inventory using **ERP tools** and generated reports to support decision-making.
- Resolved delivery issues via **CRM** tools and coordinated with internal teams for process improvements.
- Contributed to workflow optimization and supported documentation of standard operating procedures.

FreshVnF Ideas Pvt Ltd |

Jan 2022 - Aug 2022

Designation: Store Manager - Operations

Project 1: Fraazo - Online fruits and vegetable application. | Waterfall |

Project description: Fraazo is a farm-to-fork grocery app delivering fresh produce directly from farmers. It optimizes the supply chain for fast delivery, fair pricing, and a seamless shopping experience.

Role: Business Analyst

Responsibilities:

- Created **BRD**, **SRS**, and **RTM** to define and trace functional and system-level requirements.
- Prioritized features using **MoSCoW** and collaborated with cross-functional teams for on-time delivery.
- Supported **UAT** by preparing test cases and validating inventory and delivery modules.
- Conducted **GAP** and **SWOT** analyses to suggest UX and app performance improvements.
- Enhanced operational efficiency by maintaining 95%+ inventory accuracy and standardizing SOPs.