

SONAL RATAN PATTANAİK

Business Analyst

+91 891 733 6945 sonalratanpattanaik@gmail.com https://www.linkedin.com/in/sonal-pattnaik-2454681a7/ Bengaluru

SUMMARY

Motivated and detail-oriented Business Analyst with a strong academic foundation in Commerce, Human Resources, and Marketing. Proficient in gathering requirements, documenting processes, and facilitating effective communication among stakeholders. Skilled in using tools like MS Visio, Balsamiq, and Azure, with a comprehensive understanding of various SDLC models. Adept at delivering actionable insights and driving project success in dynamic and fast-paced environments. Committed to bridging the gap between business needs and technical solutions through analytical expertise and collaborative approach.

EXPERIENCE

BD & CS Executive

Golden Mountain Corp.

03/2019 - 05/2020

Company focused on client development and customer satisfaction.

- Built and maintained strong client relationships, ensuring customer satisfaction and repeat business.
- Executed business development strategies, achieving measurable growth in client base and revenue.
- Resolving issues efficiently to enhance customer experience.
- Consistently recognized for professional conduct and dedication to organizational goals.

Intern

Electro Sales

08/2021 - 10/2021

Internship role focused on customer relationship strategies.

- Conducted research on customer relationship management strategies to improve client retention.
- Analyzed customer data and identified key insights to optimize service delivery.
- Collaborated with the team to propose recommendations for improving customer engagement.

EDUCATION

PGDM(MBA)

Presidency College

11/2020 - 08/2022 Berhampur

Bachelor of Commerce (B. Com)

Khallikote University, Binayak Acharya College

01/2016 - 01/2019 Berhampur

LANGUAGES

English Hindi Odia

STRENGTHS

Problem Identification and Resolution Skills

Excellent at identifying and resolving problems effectively.

KEY ACHIEVEMENTS

Business Analysis Training

Completed Business Analysis training from COEPD, gaining expertise in requirement gathering, stakeholder management, and SDLC methodologies. Successfully completed practical projects and awaiting certification.

Customer Satisfaction Study for Bajaj Motors

Conducted a comprehensive customer satisfaction study for Bajaj Motors leading to actionable recommendations.

Unit Visit Project on PepsiCo

Performed an in-depth analysis of PepsiCo's manufacturing processes to identify potential improvements.

SKILLS

Agile	Axure	Balsamiq
Business Process Modeling	CRM	
EXCEL	HTML	Java
MS Visio		
Powerpoint	STLC	Scrum
SDLC	Tableau	Wireframing
Jira	Salesforce	

INTERESTS

Photography and Creative Pursuits

Engaging in photography and pursuing creative projects.

Gaming