SNEHA JALNAPURE

BUSINESS ANALYST

CONTACT

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📍 SOLAPUR, MAHARASHTRA

EDUCATION

- BACHELOR OF SCIENCE IN CHEMISTRY
- DBF Dayanand College of Arts and Science, 2020
- Percentage: 88%

CERTIFICATIONS

- Certified IT–Business Analyst IIBA [EEP]
- Advanced Certification in MS Excel (IBA Skill)
- Advanced Certification in Data Analytics (IBA Skill)
- MS-CIT Course (Maharashtra State Certificate in Information Technology)

CORE COMPETENCIES

- Planning and Monitoring
- Elicitation and Collaboration
- Requirement Lifecycle Management
- Strategy Analysis
- Requirement Gathering
- Requirement Analysis and Design Definition
- Solution Evaluation
- Project Management

TECHNICAL SKILLS

- **Design Tool -** MS Visio
- **Prototyping & Wireframing** - Balsamiq, Axure RP
- **Languages -** UML
- **SDLC Models -** Waterfall and Agile
- **Agile Tool -** Jira
- **Documentation Tools -** MS Suite
- **Modeling Tools -** MS Visio, Draw.io
- **Database -** SQL

ACHIEVEMENTS

- Multiple Star Performer of the Month Awards
- Business Domain Academy: Ultimate Learning Award
- Business Domain Academy: Business Domain Award

HOBBIES

- Listening Music
- Learning and
- Exploring Art

LANGUAGES

- English
- Hindi
- Marathi

CARRIER OBJECTIVE

With over **2+ years of total experience** and **1.6 + years as a Business Analyst at TCS**, I have been actively involved in **requirement gathering, stakeholder collaboration**, and **process optimization.** I work on **Insurance projects**, ensuring **seamless workflow management** and **data-driven decision-making** to enhance **operational efficiency**. Additionally, I contribute to **analyzing business needs and improving processes.** I ensure **effective communication between technical teams and stakeholders** to drive **successful project outcomes**.

PROFILE SUMMARY

- In-depth **knowledge of SDLC** in various phases i.e. **Waterfall and Agile.**
- Proficient in **Waterfall Model** - Gathered requirements using **Elicitation Techniques**, prepared **BRD, FRD, SRS**, created **RACI Matrix**, **BCD**, **UML Diagrams, Prototypes**, and managed requirements tracking through **RTM.** Well-versed with **UAT** handling and **Change Requests**.
- Expert in **Agile Scrum** - Created **user stories** and added **Acceptance Criteria, BV, and CP. Managed Sprint and Product Backlog,** conducted various **Sprint Meetings, and prepared Sprint & Product Burndown charts** while ensuring adherence to the **DOR** and **DOD** checklist.
- **Policy & Document Processing** - Handling **policy cancellations, updates, reissues, and mortgage** clause modifications while ensuring **data accuracy** in the system.
- **Workflow & Queue Management** - Managing **work item creation, prioritizing requests, and maintaining efficient processing** of estate-related and insurance policy documents.

EXPERIENCE

TATA CONSULTANCY SERVICES

DESIGNATION: BUSINESS PROCESS ASSOCIATE

PROJECT NAME: Enterprise Work List (EWL) Implementation for Estate Account Extension)

Methodology: Agile

Technology Used: Java, Spring Boot, SQL Server, JIRA, AWS

Project Description:

The Enterprise Work List (EWL) Implementation for Estate Account (Extension) project focuses on automating and managing work items based on received documents, such as death certificates, estate correspondence, and letters of testamentary. It includes creating Initial Death Notification (IDN) work items, organizing workflows, and efficiently managing the processing queue to enhance operational accuracy and efficiency.

Roles - Business Analyst, SME

Responsibilities:

- Interacted with stakeholders and gathered requirements using various **Elicitation techniques.**
- Created **user stories** with appropriate **acceptance criteria** with the assistance of the **Product Owner.**
- Added **user stories** into the **product backlog** using **JIRA** Tool.
- Collaborated with Product Owner and Scrum Master for **BV** and **CP**.
- Prioritized and validated the requirements using **MoSCoW** and **FURPS** technique.
- Added **user stories** to the **sprint backlog** based on prioritization order.
- Assisted the Product Owner in the creation of the **DOR** and **DOD** checklist.
- Participated in **sprint ceremonies** to remove **roadblocks** in the project.
- Generated **Sprint, Product Burn Down/Burn Up charts** to track project progress.
- Participated in Product Planning and **UAT** to successfully deliver each sprint component.
- **Work Item & Queue Management -** Processed estate-related documents like **Death Certificates** and **Letters of Testamentary**, ensuring timely **Initial Death Notification (IDN) handling** and prioritizing work items efficiently.
- **Process Optimization & Stakeholder Collaboration -** Implemented automation best practices for **document processing** and **coordinating** with teams to enhance workflow efficiency.

PROJECT NAME: Property and Casualty (PNC) Analysis for Automobile and Property

Methodology: Waterfall

Technology Used: Java, Spring Boot, SQL Server, JIRA, AWS

Project Description:

The Property and Casualty (PNC) Policy Analysis project focuses on managing member requests related to automobile and property insurance policies. It includes processing policy cancellations, reissues, mortgage clause (loan) requests, and document verification with the portal. The project ensures seamless policy updates and maintains accurate records to enhance operational efficiency and customer service.

Roles - Business Analyst, SME

Responsibilities

- Conducted **Enterprise Analysis** and, under the assistance of seniors, created a Business Case Document.
- Conducted **Stakeholder Analysis** and prepared the **RACI Matrix.**
- Gathered requirements from business heads using **Elicitation Techniques** and created a **BRD (Business Requirement Document)**.
- Translated **BRD** into **Functional Requirements Document (FRD).**
- Collaborated with technical teams and prepared the **SRS (Software Requirement Specification) Document**.
- Created **UML diagrams** and wireframes to visually represent requirements using **MS Visio, Balsamiq,** and **Axure RP.**
- Created and maintained **RTM (Requirement Traceability Matrix)** throughout the project.
- Assisted the Testing Team by preparing **Test Case Scenarios** and ensured **UAT** was successful.
- Focused on customer needs and ensured customer satisfaction by providing appropriate solutions within policy guidelines.
- Analyzed business potential, implemented strategic plans, and drove activity for cross-sells to achieve desired targets.
- Interacted with the HR team and **decision-makers** to generate business.
- **Policy Management & Processing -** Handling member requests, including policy updates, cancellations, reissues, and mortgage clause modifications while ensuring data accuracy and compliance.
- **Claims & Document Verification** - Managing policy **re-issues, verifying documents, updating insurance portals,** and ensuring smooth claims processing without escalation to onshore teams.