

# SNEHA JALNAPURE

## BUSINESS ANALYST

### CONTACT

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SOLAPUR, MAHARASHTRA

### 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
- Project Management tool:- JIRA
- Reporting Tools: Power BI, & Tableau.
- Documentation Tools - MS Suite
- Modeling Tools - MS Visio, Draw.io
- Database - SQL

### 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)

### ACHIEVEMENTS

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

### LANGUAGES

- English, Marathi, Hindi

### 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

2023-PRESENT

#### DESIGNATION: BUSINESS PROCESS ASSOCIATE

**PROJECT 1 :** Enterprise Work List (EWL) Implementation for Estate Account Extension)  
**Methodology:** Agile  
**Technology Used:** Java, Spring Boot, SQL Server. | **Tool used :** JIRA, Axure RP , MS Visio, Balsamiq

#### 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 - SME

#### Responsibilities:

- Provided expert domain knowledge** to ensure accurate understanding and **decision-making** throughout the project lifecycle.
- Collaborated with product owners and business analysts** to clarify, validate, and refine **business requirements** and user stories, ensuring they were aligned with both business needs and technical feasibility.
- Reviewed user stories** to validate that they accurately reflected business needs and were feasible from a **technical and domain perspective**.
- Led and participated in grooming and sprint planning sessions**, refining user stories and breaking down large tasks into smaller, manageable pieces.
- Defined clear, actionable, and testable acceptance criteria**, ensuring alignment with business goals and technical requirements.
- Assisted in the development of test cases and scenarios**, leveraging domain expertise to ensure comprehensive test coverage and alignment with project objectives.

- **Provided ongoing support and guidance** to the development and QA teams, answering questions and resolving domain-related issues during implementation.
- **Identified and mitigated potential risks** related to domain understanding, working with the team to develop proactive solutions to address challenges.
- **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 2: Property and Casualty (PNC) Analysis for Automobile and Property**

**Methodology:** Waterfall

**Technology Used** - Java, Spring Boot, SQL Server, JIRA, AWS | Tool used - Axure RP , MS Visio

### **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

### **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.