**Snehal Wankhade**

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**Career Objective**

An ardent and well experienced, Solution driven Data Technician and Business Analyst in Company3 Method India Pvt. Ltd. Pune with total 6.5 Years of Experience and expertise in independently leading projects by organization of repute in Media & Entertainment and BPO Domains.

 **Profile Summary**

* Experience in preparing the BRD (Business Requirement Document), and FRD
* In depth knowledge of various phases of SDLC (Agile-Scrum and Waterfall)
* Highly proficient in preparing process flow diagrams and modelling the requirement using UCDs
* Collaborated with Development team and Business team in translating business requirements into User stories.
* Proficient in all phases of the solution customization cycle involving business requirements
* Study and problem identification, GAP analysis and customization finalization, Change management and implementation, UAT and support.

 **Core Competencies**

* Business Analysis
* Requirement Life cycle management
* Elicitation and Collaboration
* Strategy Analysis
* RADD
* Solution Evaluation

 **Technical Skills**

* Platforms: Linux and Windows
* Database: MySQL
* Modeling Tools: MS Visio 2007
* Documentation Tools: MS Office
* Other Tools: Power BI, Tableau
* Reporting Tool: JIRA
* Prototyping Tools: Axure 6.5 and 7.0 and Balsamiq
* 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.
* Partnered with cross-functional teams to identify data inconsistencies and resolve issues promptly.
* Created detailed reports for stakeholders, highlighting key insights and trends.
* 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.

**Project Name** Content Quality Check Workflow System Development for C3M
**Duration** December 2023 to April 2024
**Methodology** Agile
**Tools Worked On** SQL, JIRA, SCRUM, Power BI, Tableau
**Project Domain** Media Post-Production
**Role** Business Analyst

* Analyzed the existing QC processes to identify pain points and areas for improvement
* Defined custom issue types for QC errors, such as audio sync issues, resolution mismatches and metadata discrepancies
* Managed the different stakeholders involved in the implementation and facilitated the

project implementation.

* Responsible in addressing Requirement analysis and design the requirements and

evaluating the solution.

* Assisted the PO in creating the Product Backlog and moving to Sprint Backlog based on

prioritization.

* Collaborated with development team and Business team in translating business requirements into User stories.
* Actively participated by collaborating with production team in performing Gap Analysis,

SWOT Analysis and Decision Analysis in the end-to-end implementation of Content Quality Check Workflow application.

**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
* Analyzed customer feedback to identify patterns, leading to recommendations that reduced complaints by 15%
* Mentored newly hired CSA’s, headcount of 15 with problems they encountered while handling customer contacts

**Project Name** Supervised LISA
**Duration** June 2019 to January 2020 **Methodology** Waterfall **Project Domain** BPO **Role** Business Analyst

* Designed and created functional/technical specification for reporting and data extraction

requirements

* Responsible for BRDs, FRDs with respect to the new functionalities
* Experienced in co-coordinating with business and IT across all phases of

Software development life cycle (SDLC) with successful hands on in Waterfall methodology

* Responsible in understanding the business process flows, addressing the requirements using UCDs and prototyping in addressing the solution requirement
* Prototyped the requirements for the understanding of stakeholders. Lead a result-oriented team and managing efficiency. Ensuring high quality service and Customer Relationship Management.

 **Certificates**

* Certified IT-Business Analyst from COEPD (IIBA-EEP)
* Business Analysis Foundations
* Agile Project Management with Jira Cloud:1 Projects, Boards, and Issues
* Ask Questions to Make Data-Driven Decisions

 **Soft Sills**

* Time Management
* Communication
* Adaptability
* Problem Solving
* Team Work
* Leadership
* Creativity

 **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

 **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