**Sanket Patil | Senior Business Analyst**

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## Summary

Solutions-driven Senior Business Analyst with 6+ years of experience as a Business Analyst with extensive knowledge and experience across the project life cycle in Systems Development Life Cycle (SDLC) in Banking, Insurance, and Investment Domains.

* Strong knowledge and practical experience of using **Waterfall, Agile**, Business Process Reengineering, Unified Modeling Language, System Requirements Specification, Functional Requirements Specification, Rapid Application Development, and **MS Visio.**
* Experience in Requirement gathering via conducting **Joint Application Development (JAD)**, through interviews, leading workshops, and using surveys
* Design corporate processes model with proficiency in **Use Case development, UML Modeling** with Sequence Diagrams, Activity Diagrams, & Workflow Analysis using **MS Visio**
* Created Business Requirements Document (**BRD**)and derived Functional Requirements Document **(FRD)** and Software Requirements Specification **(SRS).**
* Expertise in Business Analysis, Data Analysis, Business Rules, GAP Analysis, Cost Benefit Analysis, and developing/creating business process documents.
* Extensively worked on the various types of **Business Requirements Elicitation** and **Process Modeling &** involved in conducting **User Acceptance Testing** (UAT).
* Proficient in capturing functional and technical documentation & translating requirements into system requirements that confirm application and operational requirements
* Expertise in project issues, **risks management** , resource management, escalation and implementing mitigation strategiesfor risk prevention & resolution
* Expertise in creating project artifacts – BRD, FRD, SRS, Use Case, User Stories, Activity Diagram, Wireframes, **Backlog Grooming**, Sprint Log Grooming & extensive experience UAT testing
* Extensive experience in Project Management, Business Analysis, **Business process modeling** and Application Design (Prototyping, Screen Mock-ups), Lead Proof of Concepts.
* Excellent **communication and interpersonal skills**, capable of communicating with highly technical teams. Exceptional mediator between **external and internal customers**.

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## Work Experience

### Qualitest International, Richmond Hill, Canada

**Business Analyst II** **19-Oct-2023 - 15 Oct 2024**

**Responsibilities:**

* Assisted & worked with the senior BA and PO to create user stories addressing their business value.
* Documented the user stories with Acceptance criteria, prototypes, Business value, Precondition and included any development and testing notes.
* **Elicited requirements from business users** using techniques like Interviews, Brainstorming, Prototyping, JAD and Focus groups.
* Analyzed & captured project related change requests & **raised CRF** (Change Request Form)
* Provided training sessions to end users and documented user manuals.
* **Created BRD and FRD for both functional** and non-functional specifications.
* Developed process **flow diagrams, UML to identify gaps,** system integrations.
* Business and Functional requirement analysis and Manual Testing of Application.
* **Involved in User Acceptance Testing and Regression testing.**
* Developed, maintained, and executed automation scripts for Web Application & Rest API automation test cases using  **Java, Selenium, Python, Cucumber, POM, TestNg, JavaScript, Rest Assured.**
* Develop, document, and maintain functional test cases and other test artifacts like the test data, data validation, harness scripts and automated scripts.
* Monitor automation pipeline and provide failure analysis.
* **Lead the Automation team of 5 team members** in creation of Automation scripts of the assigned test cases. Assigned test cases to all the automation team members based on their skillset and availability. Provide a detailed report to the stakeholders. Provided detailed presentation, training KT sessions on the existing data-driven and BDD framework. Assist the team members to make sure the code merging is in sync.
* **Assisted the QA team** in creating test strategy, test scenarios and test data.
* Helped the testing team to port the non-critical data from the production database to the test environment and contributed to the overall testing effort by identifying the key testing areas.
* Execute manual tests that could not be automated and logging issues in JIRA.
* CLI integration with Jenkins tool for building pipeline.
* Finding solutions for object identification issues and error handling issues.
* Activity participates in agile meetings like Sprint Planning, Sprint Execution, Sprint Review, and Sprint Retro.
* Used XPath and DOM to work with dynamic and static objects in Selenium.
* Troubleshoot production issues and lead Tier 3 support investigations.
* Coordinating, understanding, and resolving team issues to ensure quality product delivery on time.
* Preparation of weekly and monthly status reports.

### TD Bank, Toronto, Canada

**Senior business Analyst (Guidewire Associate Certified)** **Oct/2021 – Present**

**Responsibilities:**

* Extensively worked on Guidewire PolicyCenter (PC), ClaimCenter (CC), BillingCenter (BC) and similar applications for Personal (Home & Auto) and Commercial (CPL & IRCA) lines E2E Flows on banking Insurance domain.
* Possess In-depth knowledge of PC, BC, CC and similar applications for Personal and commercial lines.
* Led Agile development sprint planning meetings and daily scrum stand-ups to discuss the status of deliverables, shared issues, and end user concerns.
* Analyzed the business requirements and to create **Business Requirement Document (BRD)**
* Conducted requirement elicitation sessions, performed **SWOT and GAP analysis**, and created **Functional Requirements Document (FRD)** with user stories, acceptance criteria, and interface mockups.
* Interacted closely with developers and other stakeholders to help understand the business process according to their perspective with possible alternate scenarios.
* Documented the design area scope using the **Use Case diagrams.**
* Conducted analysis of the user requirements & converting **requirements** to **technical specifications.**
* **Assisted the PM** in setting realistic project expectations and in evaluating the impact of changes on the organization and plans.
* Worked with business users to provide post-production support and work closely with the development team to resolve issues.
* Experience supporting **SQL queries** to analyze and review **test cases, reports** etc.
* Created screen mockups and wireframes using Balsamiq and achieved 13% increment in transaction and 10% in customer base after changing layout based on market analysis.
* Boosted revenue by 8% by implementing new paid marketing channels including Google AdWords.
* Configure automation test to execute as part of CI/CD pipeline using Jenkins.
* Environment: Balsamiq, Tableau, Visio, MS SQL, Agile, JIRA, MS Word, Excel, PowerPoint.

## Education Details

Advance Diploma in Electronics Engineering 2011-2013

Sheridan College, Brampton, ON, CA

Bachelor of Technology in Electrical Engineering 2006-2010

Gujarat University, Ahmedabad, India