

DIVYASHREE K

Business Analyst

Contact

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Pattabiram, Chennai

Core Competency

Business Analysis Planning & Monitoring

Elicitation & Collaboration

Requirement Lifecycle Management

Requirement Analysis & Design

Strategy Analysis & Solution Evaluation

Stakeholder & Project Management

Technical Skills

Documentation: MS Suite

Prototyping: Axure & Balsamiq

Modeling: MS Visio, Draw.io

Database: SQL , language:UML

Agile tools: JIRA

Reporting: Power BI, Tableau

Soft skills

Interpersonal communication

Cohesive team workers

Certificate

Certified IT - Business Analyst IIBA

Education

Anna Aadarsh College For women

Bachelor of Commerce 2021- 2024

LANGUAGES

- TAMIL
- ENGLISH
- HINDI

CAREER OBJECTIVE

Motivated and analytical BCom graduate with a strong understanding of Agile and Waterfall project management methodologies. Skilled in requirement gathering, stakeholder communication, and process documentation. Looking to start my career as a Business Analyst. In addition to my BA learnings I also have 7 months of payroll experience, which helped me build practical skills in data validation, compliance, and reporting.

PROFILE SUMMARY

- In-depth knowledge of SDLC in various phases (i.e waterfall & agile)
- Proficient in Waterfall Model: **Gathered requirements** using Elicitation Techniques and prepared **BRD, FRD, SRS** prepared **RACI Matrix**,
- Created **UML** Diagrams and Prototypes and requirements tracking through **RTM** well versed with UAT handling Change Request.
- Expert in Agile Scrum: Creation of **user stories** and Added Acceptance Criteria, BV & CP, Sprint & Product Backlogs conducted various **Sprint Meetings**.
- Tracked process using **Burnup/Burndown charts**
- Defined and maintained the **DOR** and **DOD** checklist.
- Maintained checklists in Excel for tracking reports, errors, and process completion while handling payroll .

WORK EXPERIENCE

COGNIZANT

OCT 2024 - PRESENT

DESIGNATION - PROCESS EXECUTIVE

RESPONSIBILITIES

- Processed payroll transactions in Oracle Fusion
- Extracting and evaluating payroll reports to ensure financial accuracy and auditability.
- Oversaw W-2 processing, managed 70+ daily mailbox requests (up to 150 during high season) and addressed payroll inquiries, such as assuring appropriate responses to address change, pay stub clarifications, and verification requests

PROJECT 1 - AGILE

Railway Reservation System – A centralized system developed to handle online ticket booking, real-time availability checks, and efficient management of cancellations and refunds. The system enabled end-to-end reservation processing, aimed at streamlining railway travel operations and ensuring a smoother customer experience.

ROLE - BUSINESS ANALYST

RESPONSIBILITIES

- Engaged stakeholders through elicitation techniques to gather requirements
- created user stories with clear acceptance criteria for the product backlog using **JIRA**.
- Collaborated with stakeholders to prioritise user stories using **BV** and **CP**, applying **MOSCOW** and **FURPS** techniques.
- Supported the definition of **DOR** and **DOD** checklists for smooth sprint execution.
- Participated in daily stand-ups, **sprint planning**, reviews, and retrospectives while tracking progress with burn-down and burn-up charts.
- Conducted **UAT** for successful sprint delivery and workshops for stakeholder feedback, improving story accuracy.
- Engaged in post-launch system maintenance, resolving issues, and enhancing user

PROJECT 2 - WATERFALL

Retail Store Management - Developed a Retail Store Management System to streamline the ordering, arranging, and selling of goods. The system enabled retailers to manage inventory, process orders, handle payments, and improve supply chain

ROLE - BUSINESS ANALYST

RESPONSIBILITIES

- Participated in Enterprise Analysis, assisted in Business Case creation, and supported Stakeholder Analysis using **RACI** Matrix
- Gathered requirements through elicitation techniques, authored the **BRD**, and translated it into the **FRD** and **SRS** in collaboration with the technical team.
- Contributed to the development of UML diagrams (use case, activity, process flows) in **MS Visio** to visualize system behavior and workflows.
- Designed **wireframes** and **prototypes** using **Balsamiq** and **Axure** to define user experience support stakeholder communication, and validate requirements.
- Maintained **RTM** throughout the project to ensure the traceability of the requirements
- Prepared **test case** scenarios and supported the testing team to ensure successful UAT.
- Participated in **stakeholder meetings** to clarify project scope, ensuring alignment between business goals and technical implementation.