

# Jessica Claire

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## CAREER OVERVIEW

Business Analyst with 2 years of experience is looking for an opportunity to work with a progressive organization.

## QUALIFICATIONS

- Requirements gathering
- Scope and project definition
- Advanced problem solving abilities
- Functional requirements
- Business process improvement
- Forecasting and planning
- Requirement tracing

## WORK EXPERIENCE

**DESIGNER CARE CONSULTANT** 07/2014 to 11/2014

**Dsv Road Transport | Pendleton, SC**

### Job Description

- Scheduled and directed team with daily assignments to maximize productivity
- Analyzing daily performance and supporting Designer Care Representatives in Business Performance
- Evaluating and analyzing complains to enhance productivity
- Monitor reports and Analyze trends to enhance performance
- Lead weekly meetings with Managers and Designer Care Representative

**BUSINESS ANANLYST** 01/2010 to 2011

**Peraj Insurance Brokers Pvt. Ltd | City, STATE**

**Project:** Java based Web Application for Application Approvers and Claims Processing

### Job Description

- Worked on translating business needs into detailed requirements, utilizing use cases and process flow diagrams
- Conducting meetings with key stake holders and development team to gather requirements and communicating requirements
- Collaborate with project developers and QA to review, design and document test cases
- Assisted Lead BA in managing requirements, logging changes, updating requirements in trace-ability matrix and tracking new functional requests
- Worked closely with Development and Quality Assurance Team to resolve issues during productions in completing project phase
- Assisted with end user training and business communication

**BUSINESS ANALYST** 09/2003 to 10/2004

**Cuppa Cafe | City, STATE**

**Project:** Desktop Application designed for Inventory Management

### Job Description

- Supported the Product Owner with defining and refining the Product Backlog
- Co-ordinated with end users in gathering functional specifications
- Documented UI interface work flows and software requirement specifications
- Worked in UP framework and was involved in each Sprint cycle
- Assisted Project Manager to evaluate production issues

## EDUCATION AND TRAINING

**Bachelor of Arts | Sociology** 1998  
**University of Bombay, Mumbai, MH**