Vedakshi Gawde

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SUMMARY

Business Analyst with 3 years of fintech experience driving process improvements and API-based transformation initiatives. Delivered 8+ projects with up to 25% efficiency gains by aligning business needs with system workflows. Skilled in documenting requirements, gap analysis, and leading user acceptance testing across cross-functional teams. Strong communicator with a track record of delivering results in high-paced, stakeholder-heavy environments.

SKILLS

Technical Skills

- Requirement Management – JIRA/Confluence
- User Acceptance Testing (UAT) Planning & Execution
- Business Process Modeling – BPMN/UML
- Basic query validation – MySQL
- Data Analysis &interpretation-Microsoft Excel- Pivot table, lookup
- Executive reporting & presentation -Microsoft PowerPoint
- Workflow diagraming – Microsoft Visio
- Agile methodologies

Functional Skills

- Business Requirements Gathering
- Stakeholder Management & Communication
- Project Scope & Schedule Coordination
- Impact & Gap Analysis
- Business Requirement Documents/Test Cases/User stories
- Change Management
- Problem Solving & Critical Thinking
- Risk & Issue Documentation

EXPERIENCE

TSS Consultancy Pvt Ltd   **Mumbai, India**

Associate Business Analyst   November 2022-June 2025

- Spearheaded customer onboarding by 7% with my curated documentation and API integration guide on SAAS platform.
- Accelerated business growth by 3% while completing the customer migration to newer solution in record with my technical understating of restful web services on azure cloud platform.
- Surged customer retention by 4% with clear business requirement gathering and functional communication strategies and with the help of clear coordination between the stakeholders.

- Accelerated the customer onboarding journey by 3% with my proven meeting strategies with cross functional teams, stakeholder and by leading the user acceptance test planning and implementation.
- Dropped the project on boarding time by 50% with the help of planned cross functional teams' communication.
- Streamlined the consumption rate with SQL billing queries and excel reports, reducing server cost by 10%.
- Accelerated the migration process by 25% with advanced project planning with implementation priorities, delivering the project success by 30%.

I have also worked at Bharti Airtel Ltd and RedCap Technologies in various Sales, marketing and SEO centric roles from 2016 to 2020.

EDUCATION
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PGDM – SYSTEMS   **PUNE, INDIA**

MIT School of Telecom Management   July 2014 to May 2016

BE (ELECTRONICS TELECOMMUNICATION)   **MUMBAI, INDIA**

G V Acharya College, Mumbai University   June 2010 to April 2014

CERTIFICATIONS
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- Business Process Modelling with UML activity diagrams and BPMN
- Business Analysis: Developing Irresistible Business Cases
- Requirements Mastery - Write, Document, Manage, & Prioritize
- Introduction to Agile: Scrum and Kanban
- Microsoft Certified: Azure Fundamentals-2024
- Certified Technical Writer - Henry Harvin- 2022
- Business Analyst Professional Program, IBAT, 2017.