**Vedakshi Gawde**

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**SUMMARY**

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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**

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**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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**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.