Pooja Phatak

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Summary

- An experienced Business Analyst with a demonstrated history of working in the E-commerce, Logistics and (SCM) Supply Chain Management industry.
- Skilled in Requirements Elicitation and Analysis Techniques, Product Backlog, Sprint planning, Business Modelling along with expertise in HTML, Microsoft Office Suite - Excel, Word, PowerPoint, and Outlook.
- A passionate person who can work both with a team and as an individual contributor.
- Hands-on know-how of tools such as Service Now, MS office suite, JIRA, Confluence, etc.
- Commercially proficient, with an ability to interact with all levels of business users (end-users/managers/ executives) with clear and concise communication, both verbal and written.
- Experience in leveraging business expertise and using rigorous logical and creative methods to solve difficult problems with effective solutions.

Work-Experience

❖ Business Analyst - Scan-IT Solution [Apr 2021 - Present]
- Transfer from Shipco IT to Scan-IT (Sister Concern) for ease of business.
- Roles and responsibilities same as Shipco IT (below).

❖ Executive Business Analyst - Shipco IT Private Ltd [Apr 2019 - Mar 2021]
- Project: Scan-IT Solution (Onsite – Pune) (April 2019 – March 2021)
- Liaising with stakeholders to elicit requirements and identifying gaps in the as-is application.
- Requirement Specification - Reviewing and securing approvals for technical/functional documents and artifacts such as deemed required for project lifecycle and/or the development team.
- Creating Scope document, BRD, FRD, Requirement Specification document.
- Wire-framing, proto-typing, designing, and creating live mock-ups for a better understanding of the product. Coordinating with Product Owner for High Level Planning & Analysis, Product Backlog Preparation,
- Sprint Planning etc. Assisting end customers in optimizing workflows and determining best practices
- Logging User stories, Acceptance Criterion, Iteration planning, Task Estimates & Functional Test Cases in Agile Central (JIRA, Confluence) Project management tool.
- Performing walkthrough of applications and/or system enhancements/processes to assure that they meet the feature and functional goals of the project.
- Preparing Data Models, Use Cases, Flow Charts to outline and explain change strategy.
- Gap-analysis of existing and new/proposed solutions, driven by changes in the business.
- Initial customer-queries (FAQ) resolution and preliminary troubleshooting for the end customer.
- Conducting & managing weekly sprints for large team size. Heading Daily Scrum Meetings and Daily stand up meetings
- Used Scrum Agile Methodology in my work (Daily Scrum Meetings, Planning, Sprint Backlog, 1 on 1 meeting).
- Conducting regular Demos with Product Owners and troubleshooting application level doubts.
- Preparing and helping technical writer for Post-Roll out documents like Help Manuals, User manuals FAQs etc.

❖ Business Analyst - CHEP India [Dec 2015 - Oct 2017]
- Process Documentation - Prepare detailed documents such as Validation Process Document, Dispute Management Document, etc. as per the requirements to finalize the workflow and perform detailed Gap Analysis.
- Established road-maps by working closely with the cross-functional business teams and ensuring project completion on time, with optimal company standards, as defined in SLAs (Service Level Agreements).

- Assisting the customers, manufacturers, and suppliers, to roll-out & implement industry best practices.
- Identification and rectification of complex issues and day to day operational problems.
- Issue resolution utilizing systems, data, and processes in an efficient and productive manner.
- Analyze ongoing customer business processes and identify improvement opportunities.
- Handling client queries and acting as a SPOC for the process, post-goal-completion in a dynamic work environment.
- Gather feedback to influence solution design and approach.
- Process Documentation - Prepare detailed documents such as Validation Process Document, Dispute Management Document, etc. as per the requirements to finalize the workflow and perform detailed Gap Analysis.
- Established road-maps by working closely with the cross-functional business teams and ensuring project completion on time, with optimal company standards, as defined in SLAs (Service Level Agreements).
- Liaise with the Quality and other support teams to implement the quality framework and Review of risks and controls in the processes and plotting on the workflows.

Education

- **Master of Business Administration (MBA), Finance**
  Sinhgad Business School [2012 – 2014]

- **Bachelor of Business Administration - BBA,**
  Dr. Babasaheb Ambedkar Marathwada University, Aurangabad [2009 – 2012]

Licenses & Certifications
- Excel for Business Analysts – LinkedIn
- Agile at Work: Planning with Agile User Stories – LinkedIn
- Business Analysis Foundations: Business Process Modeling – LinkedIn
- Requirements Elicitation and Analysis – LinkedIn

Skills
- Agile Methodology - Scrum Sprint, Business Analysis, Business Process Modeling, Requirement Gathering and Requirement Specification.
- Creating Functional Requirement Documents (FRD) and Business Requirement Documents (BRD), Flowcharts, Pie-charts, Data flow diagrams (DFD), User Stories, Use Cases and UAT Mock-ups.
- Microsoft Office - Excel, PowerPoint, Word, JIRA, Confluence, ServiceNow, Siebel, Marvel App, Draw.io applications.

-- Thank You --