DIKSHA
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463 Caron Avenue, Windsor

EDUCATION:

St Clair College	**Jan 2022-May 2023**
Data Analytics in Business	Windsor, Canada
MVJ College of Engineering	**Aug 2015-Jun 2018**
Bachelor in Telecommunication Engineering	Bangalore, India

SUMMARY:

- 3 years of experience as a Business Analyst and Testing Engineer in Mankara Private Limited.
- Proven ability to understand business change needs, capture, analyze, and document requirements, and support communication with relevant stakeholders.
- Proficient in tools such as Tableau, MS Word, MS Excel, MS PowerPoint, Power BI, JIRA,Redmine and Postman.
- Experience in UX research activities, creating application prototypes, conceptual wireframes, and drafting bids.
- Adapt to people management, relationship experience management, and coordination skills.
- Data Analyst in Business from St Clair College, Canada, and B.E. Engineer from MVJCE, VTU University, with a Software Testing Certification from Q-Spiders, Bangalore.

PROFESSIONAL EXPERIENCE:

Business Analyst | Pre-Sales Executive

Mankara Private Limited, Bangalore, India   **July 2019 – Dec 2021**

Key Responsibilities:

• Assisted in preparing documents like process flows, BRD's, responses to RFP's, proposals, and presentations.

• Received RFP's, prepared executive summaries, functional requirements, workflow diagrams, and methodology used.

• Reviewed presentations and proposals for content, language, and grammar.

• Used presentation skills (PPT, user stories, and infographics) to present the stages of the design development to business users.

• Engaged with clients during the project life cycle, gathered business requirements, and coordinated with the UI and development team.

• Attended daily standups for Agile methodology.

• Wrote User Stories on JIRA next-gen and classic templates.

• Collaborated and communicated requirements with the UI/UX Team.

• Created wireframes and cross-functional diagrams.

• Conducted extensive UAT and created application user manuals.

Projects Handled:

• Hudini Hospitality Middleware Product with key clients across the US, Europe, Middle East, and Asia Pacific.

• Internal Requirements Gathering & Prepared a detailed BRD with functional requirements. Created conceptual wireframes to initiate design work. Involved in UAT.

• Creating user stories on JIRA.

• UI/UX Coordination and Design reviews.

• 3rd-party vendor engagements and coordinating the required documents and sandbox environments.

• Project Planning participation.

Testing Engineer

Arowana Consulting Ltd., Bangalore, India   **Dec 2018 - Jun 2019**

Key Responsibilities:

• Wrote test cases and scenarios as per the BRD.

• Conducted Apis testing with Postman.

• Conducted Staging environment testing.

• Issued bugs on TFS and JIRA.

• Conducted smoke testing.

Projects Handled:

• Hotel Guest Experience Automation – An application for Hotel guests to enjoy in-room services and room automation all through one single application.

• Atlas Living website with hotel room booking flow.

CERTIFICATION:

Tableau Desktop Specialist

PowerBI Certified Data Analyst

Agile Foundations LinkedIn

Project Management Simplified

Requirement Elicitation and Analysis