

HIRAL THAKKAR

ECBA - IIBA Certified Business Analyst

SUMMARY

Expertise in bridging the gap between onshore and offshore project teams, ensuring seamless collaboration and optimized performance through regular reviews. Proficiency in transforming business requirements into functional specifications, managing client escalations, and ensuring timely project delivery. Strong leadership, troubleshooting, and problem-solving skills, with the ability to document minutes of meetings, action items, and progress reports effectively.

PROFESSIONAL EXPERIENCE

Business Analyst, 04/2023 - Current
Togglr Solution Pvt Ltd - Bangalore

- Developed comprehensive user stories to facilitate clear communication between development teams and stakeholders.
- Coordinated with clients to gather and align application development requirements with business needs.
- Utilize Power BI and Apache superset to create data visualizations, enhancing data interpretation and insights.
- Apply a deep understanding of agile methodology in project management.
- Designed and maintained process flow diagrams, wireframes, and use cases.
- Conducted gap analysis to bridge the difference between current and desired processes.

Senior Process Associate (SME), 03/2017 - 04/2022

Tata Consultancy Services - Nagpur

- Core member of requirement gathering team for understanding and implementing business processes in BANCS.
- Managed critical client information within BANCS and acted as an internal auditor for client business processes.
- Conducted Anti-Money Laundering (AML) checks using FCA Oracle Watch List Screening.
- Prepared process notes, KPIs, and conducted internal assessments, testing, and training in the BANCS system.
- Reviewed performance objectives periodically to optimize team performance.
- Registered Breaches according to UK Norms and worked for the project to reduce quality errors and breaches.
- Maintained SLA adherence and prepared OSLA (Out of SLA) document, Deck files for the team
- Managed Pipeline (Allocated high aging/priority cases to the team), allocating, analyzing, forecasting, and anticipating of the work volume.

CONTACT

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SKILLSET

Tools: -

- Bancs
- Power BI
- Apache Superset
- JIRA
- MS Office
- MS Visio
- Visual Paradigm

Business Analysis: -

- Requirement Gathering
- Requirement Documentation (BRD, FRD)
- User Stories
- Acceptance Criteria
- Impact Analysis
- Process Improvement

Methodologies: -

- Agile
- Waterfall

EDUCATION

Master of Commerce, 2018
Nagpur University

Bachelor of Commerce, 2016
Nagpur University

COMPETENCIES

- Adaptable
- Ceaseless Learner
- Process-Oriented
- Teamwork & Collaboration
- Optimistic

CERTIFICATION COURSE

Business Analyst Course

ECBA - IIBA (International Institute of Business Analysis)

- The course focus was on expertise in the following areas: business analysis planning and monitoring, elicitation and collaboration, requirement life cycle management, requirement analysis design and definition and BA methodologies from "BABOK - A Guide to the Business Analysis Body of Knowledge"
- Boot camp project: Automobiles
- My Responsibilities: a) Business Need Assessment b) Requirement Gathering c) Requirement Analysis d) Requirement Management e) Requirement Documentation like FRD, BRD, user stories, acceptance criteria f) Prioritization g) Impact Analysis h) Created Prototypes, use case, As-is and To-be Process Flow diagrams
- Hands-on Exposure to JIRA, Visual Paradigm, Confluence

ACCOMPLISHMENTS

- **IIBA Membership:** Obtained membership in the International Institute of Business Analysis (IIBA)
- Achieved Entry Certificate in Business Analysis (ECBA) from the International Institute of Business Analysis
- **Star Performer of the Month Awards:** Awarded multiple times at Tata Consultancy Services for outstanding performance
- **Topper of Initial Learning Program:** Achieved top rank during the Initial Learning Program at Tata Consultancy Services