

Summary

- 5 years of experience as a Business Analyst at ADP private limited & Tata consultancy services.
- Overall, 7 years of experience MNC.
- Experienced in requirement gathering, analyzing & presenting them to tech teams.
- Experienced in all phases of Software Development Life Cycle (SDLC) and methodologies-models such as Sequential-Waterfall, and Agile-Scrum.
- Experienced in creating Jira boards, writing user stories & acceptance criteria.
- Having good knowledge in Agile & Scrum methodologies. Worked in Agile sprints to support development and enhancement of payroll tax compliance processes, actively participating in Scrum ceremonies including sprint planning, daily stand-ups, reviews, and retrospectives.
- Experienced in preparing RTM (Requirement Traceability Matrix) and BRD (Business Requirement Document).
- Performed requirements elicitation techniques such as workshop, document analysis, observation, JAD sessions, interview, and prototyping.
- Identified and analyzed stakeholders by preparing RACI matrix.
- Prioritized the requirements using MoSCoW analysis.
- Conducting GAP, SWOT, impact, cost-benefit, root-cause, and risk analyses, as well as feasibility studies.
- Creating use-case diagrams along with use case description document.
- Business Process Modeling (BPM), where the dynamic aspect of the system is displayed using activity and swimlane diagrams.

Proficient in understanding the client's requirements and crux of the issue. Emphatic towards client's problems. Tax profile management (3 Years)

ADP Private limited (Sep 2022 - July 2025)

Project: Tax Profile management
Client: ADP Private limited
Application: SAP, Tax Entry Hub, Siebel CRM, ADP Vantage, ADP Smart compliance
Duration: Sep 2022 to July 2025
Role: Business Analyst

Project Details:

Payroll Compliance Optimization (ADP – Vantage Platform) is a tool used to automate the manual process of U.S. employer-level payroll tax setup into an integrated, IT-enabled compliance system. The platform is a strategic solution that simplifies multi-state payroll operations by standardizing SIT/SUI ID registration, rate updates.

The tool reduces manual intervention, eliminates inconsistencies in tax profile setup, and improves turnaround time for updates. It brings cutting-edge automation and compliance accuracy to the forefront, ensuring real-time collaboration between compliance teams, payroll processors, and tax auditors while enhancing client experience and regulatory adherence.

Responsibilities:

- Performed requirements gathering using document analysis & workshops.
- Analyzed, defined, documented, and communicated business requirements to technical architects and developers by interacting with end customers.
- Consolidated business requirements with Product Manager, SME, Lead Business Analyst, and Project Manager.

- Implemented UML to prepare use cases, process flow, and sequence diagrams from gathered requirements using MS Visio.
- Facilitated creation of 'as-is' and 'to-be' business process flow using MS Visio.
- Created business requirement document BRD & RTM to track the progress of requirements.
- Tracked performance and progress of each sprint cycle with burn down chart.

Tata Consultancy Services (Feb 2018 – Mar-2022)

Project: Yell.com – Customer Data Management

Client: Yell (UK)

Applications: Yell.com

Duration: Jan 2020 – Mar 2022

Role: Business Analyst (Subject matter expert)

Project Details:

Yell.com is a UK-based online business directory (similar to Yellow Pages) where businesses publish their details to reach potential customers. As part of the project, we focused on ensuring the accuracy, consistency, and completeness of business listings on the Yell.com website.

Responsibilities:

- Acted as the primary Business Analyst for managing client-driven change requests related to their business listings on the Yell.com website.
- Interpreted and analyzed customer-submitted updates, including business name changes, contact details, and address modifications, ensuring they aligned with data quality and compliance standards.
- Partnered with internal teams (data quality, compliance, and IT) to resolve discrepancies, validate data integrity, and ensure seamless publishing of updates.
- Maintained detailed documentation for all client requests, ensuring traceability and audit readiness in compliance with predefined SOPs.
- Identified process inefficiencies, provided actionable feedback, and proposed enhancements to reduce request turnaround times and improve operational accuracy.

Project: Yell.com – Customer Support

Role: Process Associate

Client: Yell (UK)

Duration: Feb 2018 – Jan 2020

Tool Used: SAP C4C

Summary:

Worked as a Process Associate for Yell.com (UK process), providing backend customer support by processing service requests and business listing updates through SAP C4C.

Key Responsibilities:

- Handled service tickets for updating business name, address, and contact details in SAP C4C.
- Resolved customer complaints by following standard procedures and maintaining service levels.
- Ensured data accuracy and proper documentation of all updates.
- Maintained a professional and empathetic attitude during internal communications.
- Prioritized tasks as per client urgency and processed updates accordingly.
- Contributed to maintaining high customer satisfaction through accurate and timely support.