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SHILPA BALATH ⭐ Featured 📝

SHILPA BALATH

Business Analyst seeking roles in Business Analysis,Functional Testing,UAT Testing,Requirements Gathering,Stakeholder Management,SQL,Incident Management,Data Analysis,Quality Check,QA Testing,Market Analysis,User Acceptance Testing,Client Services

Current Designation: Business Analyst

Current Company: Herbalife Nutrition

Current Location: Bengaluru / Bangalore

Pref. Location: Bengaluru / Bangalore,Chennai,Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Business Analyst

Industry: Wellness / Fitness / Sports / Beauty

Marital Status: Married

Total Experience: 11 Year(s) 0 Month(s)

Highest Degree: MBA/PGDM[HR/Industrial Relations]

Key Skills: Business Analyst,Business Analysis,Functional Testing,UAT Testing,Requirements Gathering,Stakeholder Management,SQL,Incident Management,Data Analysis,Quality Check,QA Testing,Market Analysis,User Acceptance Testing,Client Services

Verified : 📞 Phone Number | Email - id

Last Active: 22-Jan-21   Last Modified: 22-Jan-21

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Summary

Skilled professional with 11 years of experience in Business Analysis,Functional Testing,UAT Testing,Requirements Gathering,Stakeholder Management,SQL,Incident Management,Data Analysis,Quality Check,QA Testing,Market Analysis,User Acceptance Testing,Client Services

Work Experience

◉ **Herbalife Nutrition** as Business Analyst
Apr 2017 to Till Date

Key Responsibilities:
o Work with product manager, functional analysts and business stakeholders to
o execute on projects in Agile methodology
o Assist in Requirements gathering, documentation and analysis of business needs and
o requirements
o Track requirements as User stories, participation in sprint planning meeting
o Document requirements and assist in effective communication to stakeholders
o Develop an understanding of customer needs in the context of requirements for software development
o Functional understanding of the systems supported and the development of a
o framework for system implementation and maintenance.
o Verification of the feasibility of requested functionality and validation of support
o for business rules based on existing technical systems and data structures.
o Undertake user requirements testing and User Acceptance testing
o Responsible for Dev, Test and Support management
Projects Handled:
o Redesign Core Roll-out from Legacy Platform
o Customer Direct Shipment for India Associates

Accomplishments:
o Successful completion of projects within the timeframe
o Recognition for excellent Team Player in Agile environment

◉ **Althea Health** as Business Analyst / Quality Assurance Analyst
Aug 2014 to Aug 2017

Key Responsibilities:
o Help in business process documentation.
o Prepare Use Case, Test Case and communicate with developers.
o Perform quality assurance for the designed tools.
o Define reporting and alerting requirements.
o Own and develop relationship with partners, work with them to optimize and enhance an overall integration.

- o Help design, document and maintain system processes.
- o Report on common sources of technical issues or questions and make recommendations to product team.
- o Communicate key insights and findings to product team.
- o Constantly be on the lookout for ways to improve monitoring, discover issues and deliver better value to the customer.
- o Conduct ground work research and send to the top management.
- o Co-ordinate testing efforts with the team.
- o Execute Test Cases for Integration and Acceptance Testing.
- o Web and device testing on physical devices and on Browser Stack and Sauce Labs.
- o Test web and mobile based app for rare disease communities.
- o Cross browser testing on different browser versions to ensure the application works.
- o Execute Jenkins build on server using revision numbers from repository.
- o Involve in UAT Testing, track down and assign the required changes or enhancements.
- o Ensure issues are identified, tracked, reported on and resolved in a timely manner.
- o Works with client personnel to identify required changes.
- o Communicate the needed changes to development team.
- o Facilitates effective team interaction.
- o Acknowledges and appreciates each team member's contritions.
- o Track bugs in Bugzilla and create cards in Trello.
- o Active participation in scrum calls and communicate effectively with top management.

Projects Handled:
- o The Snow Foundation, USA (Wolfram disease community).
- o Cystic Foundation, USA (Cystic Fibrosis community).

Accomplishments:
- o Improved documentation of QA testing practices.
- o Acclaimed the title of an active team player and good communicator.
- o Promoted from junior QA tester role within five months of hire

◉ **Thomson Reuters** as Senior Market Analyst
Oct 2006 to Jan 2011

- o Worked in Fixed Income under the Eurobonds team, work starts from finalizing of Eurobonds to assisting in client queries.
- o Finalization of Terms & Conditions of Eurobonds against Prospectus.
- o Finalization of Terms & Conditions of Complex Range & Index Linked Bonds.
- o Addition of New Bonds to the database on the basis of Ad-hoc requests.
- o Quality Check for Team's work & running SQL reports to check the data quality.
- o Running SQL, pulling reports and verifying data.
- o Assist in client queries related to Eurobonds.
- o Act as Special Point of Contact for the team for all procedures.
- o Active member for the Quality Hit Team, responsible for the quality finalized by the team members.
- o Assist junior team members.
- o Responsible for team and operational activities in the absence of Group Lead.
- o Delivering training programs.
- o Served as a trainer as well as a mentor for new batch recruits.
- o Provide functional assistance to the Projects Team on their work on content enhancements and modifications.
- o Participate in periodic (daily or weekly) calls with the global data group to discuss project status, and other requirements.
- o Create improvement action plans to drive the project with project managers - provide follow-up on specific requirements or feedback, both positive and corrective to the concerned team as soon as possible.
- o Involved in process of revision of MOW and various analysis for higher management towards getting a faster and accurate workflow.
- o Responsible for continuous updates for all procedural requests.

Projects Handled:
DE9210 and DE 10576
- o The project was to develop an automation tool aimed at screening and parsing the data from the prospectus to the database and ensure the availability of the data in TR products. This project was intended to decrease the manual intervention and achieve 100% accuracy in data.
- o Responsible for project kick meeting.
- o Involved in all phases of project from initiation, planning, monitoring and control, implementation and closing out of the project.
- o Understanding the requirement and scheming on resource planning.
- o Work closely with the delivery groups.
- o Taking up the requirement issue with the business division to prioritize the requirement by gathering sufficient business justification.
- o Incorporating the same in the scheduled release.
- o Approaching the delivery group for timely releasing the content on the product.
- o Examination of the notification which would be issued to the ultimate client.
- o Develop and maintain appropriate support relationships with client associate to ensure that business outcome is met.

Accomplishments:
- o Received award ' The Bond' for delivering and retaining 100% quality and production.
- o Trained a batch of 15 people which acclaimed the title of a good Trainer.
- o Received a good ranking and promoted as Senior for exceeding the targets above expectation consistently.

Education

UG: **B.Com (Commerce)** from **SNM College, Maliankara** in **2000**

PG: **MBA/PGDM (HR/Industrial Relations)** from **St Peters Eng College chennai** in **2009**

IT Skills

Skill Name	Version	Last Used	Experience
WEB DESIGNING			
SAFE			

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Kannada				
Malayalam				

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time