

Twincy Prajapati

Business System Analyst

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Objective

- Detail-oriented and proactive Business Analyst with over 1 year of experience in analyzing business requirements, developing documentation, and facilitating communication between technical teams and stakeholders.
- Possessing a strong educational background in Computer Engineering and certifications in Agile, Power BI, and Business Analysis.
- Seeking to leverage my analytical skills and technical expertise in a Junior Business System Analyst role to drive effective solutions and support organizational goals.
- Eager to contribute to a dynamic team and help streamline processes through innovative solutions.

Education

Bachelor of Engineering in Computer Engineering

Jun 2017- Jul 2021

- Gujarat Technological University

Certificate in Business Analyst with Power Bi & Scrum Master

Dec 2023

- Techno Canada Centre of Excellence, Toronto, ON, Canada

Skills

- Documentation: **Microsoft Office Suite** (Word, Excel, PowerPoint, Outlook)
- Tools: **Balsamiq, Microsoft Axure, Microsoft Visio, Visual Paradigm, JIRA, Power BI**, ERP, Google Docs, Canvas
- Operating System: Windows
- Languages: working knowledge of **SQL, HTML, CSS**
- SDLC Methodologies: **Waterfall** and **Agile**
- Soft skills: Communication skills, Presentation, Strong problem-solving capabilities, attention to detail, Client-focused approach, strong team player, flexibility, and adaptability.

Certifications

- Agile Requirements Foundations by LinkedIn (Mar 2024)
- Microsoft Power BI Bootcamp 2022 by Udemy (Apr 2024)
- Business Analysis “A to Z” Masterclass by Udemy (Oct 2023)
- Foundations: Data, Data, everywhere by Google offered through Coursera (Apr 2021)
- Ask Questions to make Data-Driven Decisions by Google offered through Coursera (Dec 2021)

Work Experience

Business Analyst

Apr 2023 – Present

Delphi Technology, Toronto, Canada (Remote)

- Supported project managers and business stakeholders throughout the entire project life cycle, effectively communicating changes, enhancements, and modifications.
- Gather requirements via brainstorming, questionnaires with stakeholders, competitive product analysis, and workflow analysis.
- Categorize requirements as user requirements, technical requirements and UI requirements.
- Developed and maintained project documentation including Business Requirements Document (BRD) and Functional Requirements Document (FRD).
- Translated technical documents into understandable language for non-technical stakeholders, facilitating effective collaboration.
- Generated process flows and business regulations, converting business needs into technical solutions using UML diagrams like Use Case, Activity, and Sequence diagrams.
- Illustrated requirements through the creation of screen prototypes, wireframes, and UI designs.
- Collaborated with the Product Owner to transform Business requirements into Epics and User Stories.
- Provided implementation guidance and training to end-users.
- Acted as a bridge between the client and the technical development team.

Junior Business Analyst

Feb 2022 – Jan 2023

Micronics Technologies India Private Limited, India

- Communicate with clients through E-mail/Skype or through any other medium and finalize the scope of the project.

- Experience in wireframe, website flow creation, documentation, FRD and flow charts creation.
- To visualize how end user will feel about the project, work closely with designer to visualize the requirements by creating graphical prototypes and wireframes.
- Mockup presentation to the business owner along with project manager and finalize the prototypes. After finalization, represent prototypes to the development team.
- Do the testing of the features of project and assist the testing team in test case preparation.
- Prioritize requirements by working closely with project manager and business owner as not all requirements may be important and feasible considering the scope and deadline of the project.
- Validate that the developed products meet the requirements and confirms that a solution based on the requirements would meet customer needs and achieve the business objectives.

Web Design Intern

Apr 2019 – Jun 2019

Cre-Art Solution

- Gain hands-on experience in front-end web development.
- Collaborate with the design and development teams to understand project requirements and user needs.
- Create wireframes, mock-ups, and prototypes for mobile and software applications.
- Participate in brainstorming and problem-solving sessions.
- Assist in coding, testing, debugging, and maintaining web applications.

Volunteer

Calgary Public Library, Volunteer

- As a volunteer help Calgarians build learning skills, make stories come to life, deliver Library materials, help patrons explore computer technology, and much more.

Smt. S. R. Patel Engineering College, Volunteer

- Led the team for an arts and crafts competition.