

Urmi Patel

Business Analyst

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SUMMARY

- Business Analyst with 3+ years of experience in aligning business goals with technical solutions, ensuring seamless communication between stakeholders and development teams.
- Knowledge and experience in working with various Software Development Life Cycle (SDLC) methodologies including Waterfall model, Modified Waterfall model and Agile (SCRUM) model.
- Experience in Business Requirements gathering and writing skills with expertise in developing and documenting Business Requirement document (BRD), Functional Requirement Document (FRD), and Software Requirement Specification (SRS) across the deliverables of a project.
- Extensive experience in gathering Business and Functional Requirements, developing Use Cases, conducting Gap Analysis and Impact Analysis, modeling Businesses Processes, preparing manuals and Knowledge Transfer manuals.
- Proficient in data analysis and business intelligence, using tools like Tableau, Power BI, and Excel to generate insightful reports and dashboards that support informed business decision-making.
- Strong facilitator of Joint Application Development (JAD) sessions, adept at collaborating with Subject Matter Experts (SMEs) to gather, analyze, and document functional requirements, aligning technical deliverables with high-level business needs.

SKILLS

Methodologies: SDLC, Agile/Scrum, Waterfall

Languages/Documentation: SQL, Python, FRD, BRD, SRS

Project Management Tools: MS Project, MS SharePoint

Visualization Tools / Other Tools: Tableau, Power BI, Microsoft Excel, Figma, Roadmap

Analysis Skills: Cost/benefit analysis, Impact analysis, GAP analysis, Risk analysis, SWOT analysis

Tracking / Software / Other Skills: Jira, Microsoft Visio, JAD, Rational ClearQuest, RTM, UAT, Lucid chart, ETL Process, ELT Process, ERP Systems, Test Outlines & Test Cases, Use Cases & Use Case Mapping, Business Requirements, Microsoft Access, Confluence, Smartsheet, Data modeling, Google Analytics, ServiceNow, SaaS, prototypes, Salesforce, Data Visualization, Business Intelligence, Data Analytics

Soft Skills: Time management, Leadership and Management, Project Management, Product Management, Problem-Solving, Negotiation, decision-making, Documentation and Presentation, Customer Relationship Management (CRM), Verbal Communication

Operating System: Windows, Linux

WORK EXPERIENCE

Johnson & Johnson, USA | Business Analyst

Jan 2024 - Current

- Utilized Agile, Scrum methodology for product development and project Product Backlog documentation, wrote User Stories and documented the Sprint Backlog.
- Gathered business requirements using Joint Requirement Planning (JRP), Joint Application Deployment (JAD) sessions & brainstorming ideas.
- Coordinated with stakeholders and key personnel to gather functional and non-functional requirements during Design Sprint sessions.
- Studied the existing business process and created an AS-IS workflow to illustrate the existing system.
- Streamlined budget allocation, contributing to a 10% revenue increase through data-driven insights.
- Involved in the meeting with Business Process Owners, SME (Subject Matter Experts), end-users for requirement gathering in definition stage.
- Engaged in data flow analysis, data modeling, physical database design, forms development, data conversion, and performance tuning.
- Updated use cases and user stories in Jira for task progress and completion. Maintained product backlog and assisted Product Owner in putting acceptance criteria in Jira.

Iview Labs Pvt Ltd, India | Business Analyst

Feb 2020 - July 2022

- Applied Waterfall methodologies to ensure timely delivery and scope alignment for business and software development initiatives.
- Developed BRDs and FRDs, providing clear guidance for technical teams and stakeholders.
- Led requirements elicitation, process modeling, and risk analysis, ensuring comprehensive documentation of business needs.
- Improved data accuracy and efficiency by 20% through Excel and Power BI integration, enabling smoother workflows.
- Achieved a 98% requirement fulfillment rate by creating an RTM in HP Quality Center, enhancing quality assurance.
- Reduced transaction errors by 20% and improved financial reconciliation through ERP system integration.
- Produced comprehensive project documentation, ensuring alignment between business needs and technical execution.
- Worked with Project team to collect and analyze the company's business rules and processes, built a flowchart of the business process workflow, and created architecture and implementation plan of Dynamics CRM customization.
- Created flowcharts, wireframes and mock-ups during the design phase for Graphic User Interface (GUI) of the product, used Figma for creating prototype designs to test the new UI with end-users.

EDUCATION

Master in Information Systems | Northeastern University, Boston, MA

Bachelor in Computer Engineering | CHARUSAT University, Devang Patel Institute of Advance Technology and Research, Anand, India

CERTIFICATIONS

Microsoft Business Analyst Professional Certificate

Google It Automation with Python: On Coursera provided by Google

Google Data Analytics

Programming in C++: NPTEL Online Certification

Microsoft Certified: Azure Fundamentals