VALENTYNA KRAVETS

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BUSINESS ANALYST

Analytical and problem solving professional, with a broad experience in all aspects of business analysis within education, retail and health industry, detail oriented, proven ability to multitask and manage multiple projects deadlines, strong written and oral communication skills, interpersonal skills, proactive and self-driven.

RELEVANT SKILLS

Business Analysis, Requirements Gathering, Visual Modeling, Product Ownership, Acceptance Testing, Software Development Life Cycle, Documentation, Walkthroughs, Technical Specifications, Quality Assurance, Agile Methodologies

TECHNICAL SKILLS

Microsoft Office Suite (Visio, Outlook, Word, Excel, PowerPoint), Lucidchart, Xmind, MySQL, UML, Balsamiq, Google Analytics, Power BI, HTML, Visual Studio, JIRA, Confluence, Asana, Miro

EMPLOYMENT HISTORY

Proxy Product Owner/Business Analyst/ Requirements Manager

SoftServe   Lviv, Ukraine   Aug. 2014 – Jul. 2022

- Managed requirements for the development of a Microsoft Power BI report, based on an understanding of business strategy and stakeholder needs. This report became the #1 resource within the reports ecosystem, empowering top management with insights and data for tracking delivery quality and shaping growth strategies.
- Collaborated with Product Owners and external shareholders from up to 4 cross-teams for outsourced projects in the US.
- Transformed business objectives into detailed, understandable and prioritized functional and non-functional requirements for an Engineering team of up to 15 internal shareholders. Kept backlog ready for development 2 iterations ahead. Optimized the team's productivity and predictability by improving velocity and commitment reliability in 50%.
- Conducted Sprint Planning and Grooming sessions and facilitated Scrum events, including Daily Stand-ups and Retrospectives. Performed User Acceptance testing and Demo activities.
- Monitored customer satisfaction using NPS, analyzed feedback and data to generate insights for improvements leading to NPS growth from negative to around 40
- Analyzed and documented business processes, concepts and logic using such modeling techniques as process flow diagrams, state diagrams, BPMN, use case diagrams, conceptual ER Model
- Contributed to Release Planning by providing timelines
- Analyzed and resolved complex client support issues related to product
- Planned and conducted training sessions and coaching for junior staff to share knowledge and build technical and soft skills

Quality Assurance

SoftServe   Lviv, Ukraine   Sep. 2008 – Aug. 2014

- Conducted requirements analysis and developed test plans to outline test objective, scope, approach, resources and schedules
- Designed and developed test cases to validate software functionality and non-functional requirements
- Prepared and validated estimates of testing efforts to ensure the project timelines are met
- Communicated with customers and ensured a shared understanding of testing objectives, scope and progress
- Conducted peer reviews of testing documentation and ensured accuracy and completeness
- Performed functional, smoke and regression manual testing of the application
- Developed testing status reports to provide visibility into testing progress, issues and risks
- Presented implemented functionalities to stakeholders

EDUCATION

M. Sc. Honors Degree, Applied Mathematics and Informatics

Ivan Franko National University   Lviv, Ukraine   2002-2007

TRAINING

Arts and Crafts of Business Analysis Enterprise Focus

SoftServe University and Business Analysis Office   2021