**Vishakha Mulyan**Canada | [Vishakha.ghartan@](mailto:manu.dhanjal9@)gmail.com|🕿 +1-647-474-2962

*PMP, AWS Certified Solutions Architect – Associate, Certified Scrum Master*

**EXPERTISE SUMMARY:**

Versatile and accomplished Business Analyst with over **9+ years** of rich experience in leading all phases of diverse technology projects for large **Airline**, **Banking, Investment** and **Manufacturing domain** clients and specializing in Enterprise IT implementations with sound functional knowledge of process improvement, establishing governance and seamless adoption based on best in class change management processes.

* Strong experience as a Business Analyst with extensive knowledge and experience across the project life cycle in **Airline**, **Banking and Investment domains**
* Excellent conceptual and technical skills in creating Industry standard Business Requirement documents (**BRD**), Functional Specification design documents (**FSD**), Functional Requirement Documents (**FRD**), Process Flow Diagram **(PFD)** and Detailed Design Document **(DDD)** as per the needs of Business Users and Stakeholders.
* Proficient in using **UML** for Business Process Modelling, Use Cases, Activity Diagrams, Sequence Diagrams, Data Flow Diagrams, Collaboration Diagrams, Class Diagrams and documenting them using **MS Visio.**
* Proficient in designing, capturing, consolidating, and maintaining key metrics with **Agile** and **Scrum** Protocols.
* Served as a critical resource and liaised between **Subject Matter Experts (SME’s)** and **Technologists** throughout the project life cycle.
* Experienced in conducting Joint Application Development **(JAD)** sessions with Stakeholders and Business Partners to resolve issues.
* In depth Knowledge in **Business Analysis**, **SWOT Analysis**, **GAP Analysis**, **Cost-Benefit Analysis, Risk Analysis**, Testing and Project Planning.
* Skilled in performing **Root Cause analysis** / **Reverse Engineering** on complex scenarios, in PROD environment.
* Proficient in design and execution of **Test Strategy**, **Test Plan**, **Test Scenarios**, and **Test Cases** based on the requirements for the applications and performed **User acceptance** testing in all environments.
* Proficient in broad range of technologies including business process tools such as MS Project, MS Excel, MS Access, MS PowerPoint, MS Visio and Rational Suite.
* Experience on **WEB API’s** requirements implementation with multiple teams.
* Excellent **communication and interpersonal skills**, capable of communicating with highly technical teams. Exceptional mediator between **external and internal customers**, capable of interpreting their needs and positions to ensure the success of the projects.
* Proficient in Application Support Management through Study & Analysis of **Problem Tickets/Change requests**, **Impact Analysis and Specification** corrections (if necessary)

**TECHNICAL SKILL SET:**

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| Project Methodologies | Agile, Waterfall, Cost/Benefit Analysis, Gap Analysis, Feasibility Analysis |
| Databases | MS SQL Server, My SQL, DB2, SQL Server Management Studio 2014/2017 |
| Requirement Management Tools | Confluence, JIRA |
| Reporting | Crystal Reports, MS Excel |
| Defect Tracking | JIRA, HP ALM |
| Operating Systems | MS Windows 7/10/XP, Mac OS, Linux |
| Other Tools | Microsoft Project, Tableau, Trello, MS Visio, VBA, MS Office Suite, Microsoft tools, SQL, SAS |

**PROFESSIONAL EXPERIENCE**

**Business Analyst**

**Client: Insyght.AI Global Duration: July 2018 – Current**

**Responsibilities:**

* Partnered closely with the Subject Matter Experts to develop and drive the journey, vision, strategy, along with effectively gathering business requirements.
* Analyzed the Business requirements and site specifications to create Business Requirement Document (BRD).
* Converted the **User Requirements into Business Requirements**, Functional Requirements and Technical Requirements.
* **Assisted the PM** in setting realistic project expectations and in evaluating the impact of changes on the organization and plans.
* Worked with business users to provide post-production support and work closely with the development team to resolve issues.
* Worked closely with different teams in **data migration** and **data cleansing.**
* Worked extensively on **Jira** to manage requirements, analyze dependencies, and track progress with respect to clients and their future projects.
* Involved in preparing **test cases, unit testing, UAT**, production support.
* Experience supporting **SQL queries** to analyze, and review **test cases, reports** etc.
* Aided the release manager in new code release management into the production environment, end user communications regarding system availability and resolution of issues-based end user feedback.
* Conduct full-cycle business systems analysis, from gathering requirements **(one-on-one interviews/focus groups/JAD sessions/UML modeling)** to gaining approval for the functional specifications
* Involved in project management activities, like **project planning, development, and execution.**
* Analysis of **Client requirements**, generating workflow process and necessary documents for the project.
* Analyze data workflows and define procedures for change management and prepare business test cases during User Acceptance stage. Conduct product demos for upper management.
* Prepare management reports and analysis in Excel and assist stakeholders in determining the day-to-day activity
* Interacted constantly with the Business Users and Project Manager to keep them informed with the latest updates.
* Documented procedures and business processes and shared information with appropriate stakeholders.

**Environment:**Windows 10, MS Visio, MS Project Plan, MS Office Suite, Quality Center, SQL, AGILE/SCRUM, JIRA, MS Office Suite, Test Foundation Server, Oracle, XML

**Business Analyst**

**Client: Bulsoft India Duration: june 2015 – July 2018**

**Responsibilities:**

* Assessed and researched in understanding the current business process, defining scope of the project along with position statement.
* Analysis and Documenting scope of the **business solution** and detailed business and **system solutions** requirements using enterprise-standard requirements methodology **(AGILE)**
* Facilitated and lead in-depth workshops to elicit review and confirm **business requirements**, primarily from Advisors and Planners (group and one-on-one) and other stakeholders to understand the domain, gathered customer requirements through surveys, along with **JAD sessions**.
* Identified business processes and led the creation of **business and system requirements**, Functional **(FRS)** and **Non-functional specifications** and transformed business logic from requirements into agile user stories.
* Led the creation of prototype for risk-based scoring system to assess risk tolerance of individual clients. This resulted in additional benefit of **advisory compliance**.
* Developed **Project Artifacts** such as **use cases, Sprint log, Traceability matrix, Epics, user stories, functional as well non-functional requirements, and process maps**.
* Effectively facilitated, Influenced large and diverse groups of stakeholders to complete requirements discovery, analysis, and review.
* Requirements prioritization and leverage techniques to drive out business value.
* Followed the **UML methodology** to create UML diagrams, including **Use Cases Diagrams, Business Context Diagrams, and Activity Diagram and wire framing activities (Visio)**.
* Worked in **Iterative/Agile** hybrid environment and participated in **agile ceremonies – WAR room, Daily stand-up meetings, Continuous Release planning, Review and Retrospective meetings**.
* Managed product **Backlog grooming, Sprint planning** activities to provide clarification to **Scrum team** and collaborate in solution design.
* Reviewed **sprint deliverables** through **Sprint demo** and **review ceremonies**.
* Responsible for campaign related e-commerce testing as well as defect management.
* Prepared Project documentations e.g., **weekly, and monthly status reports, change request, meeting minutes, presentations, Diagram, charts**. Tracked and maintained project schedules and issue log.
* Facilitated meetings with **developers, systems analysts,** and testers to collaborate resource allocation and project completion **(JAD Sessions)**
* Coordinated and motivated teams in support of timeline and IT project deliverables.

**Environment:**Waterfall methodology, MS Word, MS Excel, MS Access, MS Project, Microsoft Project, MS Visio, CMS(SharePoint), HP ALM, MySQL

**TRAINING AND CERTIFICATIONS**

* **Certified Scrum Master (CSM) from Scrum Alliance, Inc.**
* **Project Management Professional |** PMI
* **AWS Certified Solutions Architect – Associate |** AWS
* **ITIL Foundation |** EXIN

**ACADEMIC CREDENTIALS**

* **Master of Science** kurukshetra University, Kurukshetra India