

Palak Sachan

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CSPO® Certified Business Analyst

B1/B2 USA Visa Holder

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Executive Summary:

Possess 9 years of overall experience, including 6 years as a Product Owner/Business Analyst in agile environments. Skilled in backlog management, stakeholder collaboration, and leading cross-functional teams to deliver high-impact products. Proven ability to drive product vision and deliver user-centric solutions effectively.

KEY SKILLS	PROFILE SUMMARY
UML 2.5 Business Process Model and Notation 2.0 Agile / SCRUM MS Visio 19/16/13 Balsamiq 3.5 Gap Analysis Req. Documentation Wireframes & Mock-ups SQL	<ul style="list-style-type: none">● CSPO® Certified Business Analyst● Certified associate level software business analyst from QBI.● In-depth knowledge of different Systems Development Lifecycle (SDLC) methodologies like Waterfall & Agile Methodologies such as Scrum.● Proficient in creating Wireframes, Mock-ups and Software Prototypes during pre-project and requirement phases using Balsamiq, MS Visio for Office 365.● Analysis of business requirements to develop Functional and Non-Functional requirements, product backlog and preparing different artifacts such as Functional Requirements Document (FRD), Software Requirements Specification (SRS), and Business Requirements Document (BRD).● Preparation of UML models such as Use Cases, State Machine, Deployment, and Activities using Microsoft Visio online plan 2/ Visio19.● Active participation in various software testing activities and phases including User Acceptance Testing.● Adept in client facing activities and communicating with multiple stakeholders● Proficiency in writing SQL queries.

ACADEMICS:

Qualification	Stream	University / Board	Year
B. Tech	Computer science	Anand engineering College, Agra (UPTU)	2012 – 2016
Intermediate	Science Stream	Gyansthali public college, Jhansi(UP Board)	2011
High School	Science Stream	Gyansthali public college, Jhansi(UP Board)	2010

Organizational Experience

Organization	Growth Path	Duration
Successive Technologies, Noida	Lead Business Analyst	Feb'2023-Present
WNS, Gurgaon	Senior Associate-Analytics	Aug'2021 – Feb'2023
Fluper LTD, Noida	Senior Business Analyst	July'2020 - Aug'2021
RevInfotechInc, Gurgaon	Business Analyst	May'2019 - Apr'2020

Professional Experience

Successive Technologies, Noida Lead Business Analyst/Product owner.

Feb 2023 to Present

- 1. Projects: Somani Group**
Domain : Supply Chain/Trade Finance
Client Location : India
Description : A supply chain fintech platform for import transactions, allowing admins and buyers to manage online orders and track order stages. It takes full responsibility and accountability for a process from lead generation to order delivery. It will allow user/buyer to place an order online from the system. Specially tailored for internal companies.
- 2. Gulf HR {HR domain}**
Domain : HRMS
Client Location : Dubai
Description : It was a Human Resource Management System (HRMS) designed to manage various HR functions and processes. It typically included features for employee time and attendance management, payroll processing, and shift and pattern assignment. It was specifically tailored for use in Gulf countries, which means it likely incorporated region-specific regulations, tax calculations, and cultural considerations in its design.
- 3. Stride {Peakachu}**
Domain : EdTech
Client Location : USA
Description : The PEAK system is a platform designed to streamline the management of student enrollments, performance tracking, and reporting across multiple institutions and programs. It supports various users, including administrators, mentors, instructors, guardians, and students, each with different roles and access levels. PEAK integrates with two LMS platforms, Brightspace and Stride Skill Arcade.

Roles & Responsibilities

- Conducted in-depth requirements gathering and analysis by collaborating with stakeholders, IT teams, and employees to understand the processes and system needs.
- Collaborate with data engineering teams to design and validate ETL workflows.
- Collaborated with UX/UI teams to create wireframes and prototypes for user interfaces such as employee self-service portals, manager dashboards, and performance review modules.
- Led the transition from legacy systems to a new, more efficient Stride system with minimal downtime and maximum user satisfaction.
- Created user stories that could portray the user requirement and the goal. Prepared the use case diagrams/flowcharts.
- Validate the developed solution before handing it over to the customer for User Acceptance Testing (UAT)

- Preparing release strategy management plan, Product roadmap.
- Expertise in documenting Business Requirements Documents (BRD) and Functional Specification Documents (FSD) with clarity and precision.
- Skilled in creating use cases using the Gherkin format to ensure clear and testable requirements.
- Proficient in visual modeling techniques, including process flows, wireframes, and mockups for effective communication of ideas.
- Manage product backlogs, write user stories, and define acceptance criteria in agile environments.
- Lead cross-functional teams to deliver high-impact, user-centric products while maintaining a focus on business goals.
- Successfully managed a product backlog with over 100 items, ensuring alignment with the product vision and business objectives.
- Gather and document API integration requirements. Collaborate with technical teams to ensure successful API implementation and testing.
- Support API documentation, including endpoints, data payloads, and error handling.
- Validate API responses and data flows for consistency with business requirements.

WNS, Gurgaon
Senior Associate -Analytics Department.

Aug 2021 to Feb 2023

Roles & Responsibilities

- To successfully lead the User Acceptance Testing (UAT) effort for the Post Closing Platform.
- Participated in project planning sessions with project managers, business analysts and team members to analyze business requirements and outline the proposed solution.
- Designing, developing and maintaining business intelligence solutions
- Coordinate the development of the UAT test scripts, UAT test scenarios and Master Test Plan.
- Functional and System testing per the business requirements, Use Cases, or wireframes.
- Good knowledge of Microsoft excel, Dashboards, Business Requirement Document creation, Stakeholders communication & management, Analytics, Knowledge of Creation of BRD's and FRD's for the purpose of Testing.
- Hands on experience in HP ALM, UAT, Agile. Excellent customer centric operations, ensuring customer satisfaction & achieving delivery and service quality norms
- Skilled in creating use cases using the Gherkin format to ensure clear and testable requirements.
- Expertise in documenting Business Requirements Documents (BRD) and Functional Specification Documents (FSD) with clarity and precision.
- Proficient in visual modeling techniques, including process flows, wireframes, and mockups for effective communication of ideas

Fluper Ltd, Gurgaon
Senior Business Analyst

July 2020 to Aug 2021

1. Elanapp

Domain : Ecommerce - Online marketplace

Client Location : Dubai

Description : Elanapp is an leading classifieds platform in growth markets. Elanapp makes it so easy to connect people to buy, sell or exchange used goods and services. It's completely free. It is basically UAE based application

2. AdvisorBook

Domain : Healthcare

Client Location : Dubai

Describe : Advisorbook provides the platform where user can book the appointment at nearby doctor/clinic through this platform. User will sign Up into the application and they can access the full features and functionality of the app. Basically, purpose of this application is to provide comfort to the users.

They can simply search the best doctors in town for consulting. User can see all the details of the doctors and then book an appointment online.

3. CubeJekX /Tabs

Domain : Multi Domain Service Platform

Client Location : Dubai

Description : CubeJekX is an multipurpose application which helps the users to book the cab from Point A to Point B at any time in just a few tabs. And they will be able to order the various types of products from the nearby store and get the order delivery at their doorsteps

4. Social Media

Domain : Multi Domain Service Platform

Client Location : Dubai

Description : The ****Social Media App**** project is a native mobile application (for both Android and iOS) designed to help users connect with friends and build a global network. Key features include posting feeds, creating posts, following users, sharing files, adding stories, and messaging. Users can interact with content, discover global and local networks, and engage with trending topics and inspirational posts.

5. Verified Marketplace

Domain : Ecommerce

Client Location : Singapore

Description : The free online shopping app assures you of a great shopping experience with a wide selection across categories like men, women fashion and more. User will sign Up/In to the application. User can browse & search for their desired products by product name, categories or brands & then they will see the list of them. They can filter that list. User can avail best hot deals, discounts and other offers on the products. User will also be able to post their products for selling.

Roles & Responsibilities

- Gathered business requirements based on input from key stakeholders and created the functional requirements documentation.
- Created wireframes and mock-ups using Balsamiq 2.0.
- Familiar with financial applications including payment gateways.
- Proficient in working on Agile Methodology.
- Develop and execute SQL queries for data extraction and validation.
- Sprints and milestones planning and scheduling after finalization with the client and follow-ups.
- Gathering and analysing the client requirement.
- Conducting Sprint planning/Sprint review/sprint retrospective/daily scrum session.
- Skilled in creating use cases using the Gherkin format to ensure clear and testable requirements.
- Expertise in documenting Business Requirements Documents (BRD) and Functional Specification Documents (FSD) with clarity and precision.
- Proficient in visual modeling techniques, including process flows, wireframes, and mockups for effective communication of ideas

RevInfotechInc, Gurgaon
Business Analyst

May 2019 to Apr 2020

1. Projects: Synchrobit {<https://synchronium.io/>}

Domain : Blockchain/Fintech

Client Location : US

Description : SYNCHRONIUM is an international company with a particular focus on blockchain ecosystems and technology. Synchronium mission is to bring the advantages of blockchain technology to real-life to enable people and communities around the world to employ it in their daily life and business.

2. Project : Mastbit

Domain : Blockchain/Fintech

Description : It is a platform that allows user to trade within the platform. It is a global company that operates the largest cryptocurrency exchange in terms of daily trading volume of cryptocurrencies.

- Gathered business requirements based on input from key stakeholders and created the functional requirements documentation.
- Involved in direct sales/direct client interaction, communicating with CEO in order to gather the requirement.
- Worked on the requirement which were related to block chain, SEO.
- Providing timely status updates to clients on the project advancements.
- Created user stories that could portray the user requirement and the goal.
- Gather Understand & Analyse client's requirements & suggest them appropriate solutions accordingly.
- Following the SDLC and maintaining the Change Management.
- Prepare documentations like Business Requirements Documents (BRD) and Functional Specification Documents (FSD).
- Created wireframes and mock-ups using Balsamiq 2.0.

Training:

QBI Consulting Sector 62, Noida
Associate Business analyst Certification

Oct 2018

CSPO Certificate

Jun 2024 to Jun 2026