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BUSINESS ANALYST | PROCESS REENGINEERING | HUMAN-CENTRIC SYSTEMS DESIGN Analytical and people-oriented Business Analyst with a background in Service Design and UX. I specialize in process mapping, requirement gathering, and workflow optimization — transforming qualitative insights into measurable business outcomes. Proficient in AI tools for documentation, automation, and data synthesis, I align user needs with organizational goals to drive efficiency, adoption, and ROI.

PROFESSIONAL EXPERIENCE Business Analyst (Contract) HealCycle – FemTech Innovation & PMS Management | Jul 2025 – Present - Designed and implemented a personalized subscription workflow improving conversion by 15% and reducing onboarding friction by 30%. - Streamlined payment process and onboarding SOPs aligned with KPIs and compliance. - Used AI tools (ChatGPT, Notion AI) for documentation and process simulation.

Business Process Analyst (Contract) Defy Aerospace Pvt. Ltd. | Apr 2025 – Jun 2025 - Conducted process analysis across three verticals, establishing SOPs and ROI metrics. - Re-engineered onboarding workflows delivering 50% faster activation and doubled enrollments. - Developed cross-functional communication frameworks integrating ops, design, and engineering.

Business Analyst (Full-time) ACV Solutions Pvt. Ltd. | Oct 2023 – Apr 2025 - Conducted stakeholder workshops and redesigned project management workflows for a US client. - Delivered prototypes for billing systems leading to 40% higher efficiency and 25% faster turnaround. - Led a team of 3 translating research into actionable business documentation.

Business Process Research Intern U4RAD Technologies LLP | Jan 2021 – Apr 2021 - Conducted process audits reducing patient waiting time by 25% and improving conversions.

EDUCATION MA Service Design, Royal College of Art, London (2021–2023) B.Des Product Design, ISDI Parsons – ATLAS SkillTech University, Mumbai (2017–2022) BA Sociology, University of Mumbai (2017–2021)

CORE COMPETENCIES Business Process Reengineering | Stakeholder Management | Requirements Elicitation | Service Blueprinting | Data-Driven Decisions | AI Workflow Automation | Agile Documentation | Change Management

TOOLS Miro | Lucidchart | Notion | Jira | Confluence | Power BI | Figma | ChatGPT | n8n | Excel | HTML, CSS

ACHIEVEMENTS - Top 10, London Business School x RCA MBA Elective – Business Models Innovation - Certifications: VibeCoding 101 (Replit), Georgia Tech UX Design Foundations