**KRUNAL KAYASTHA**

Chicago IL | 717-888-0537 | [krunalk3692@gmail.com](mailto:krunalk3692@gmail.com)

**SUMMARY OF QUALIFICATIONS:**

Results-driven Senior Business Analyst with over 8 years of experience in leading cross-functional teams to analyze business processes, identify solutions, and implement system improvements. Skilled at creating and launching digital features/products, collaborating with stakeholders, and optimizing team performance through Agile methodologies. Strong technical acumen in SDLC methodologies, requirements analysis, and process improvements.

**EDUCATION***Master of Science in Information Technology Management*  
Campbellsville University | February 2020

*Master of Science in Computer Information Systems*  
American College of Commerce and Technology | April 2016

*Bachelor of Computer Application*  
College of Applied Science and Professional Studies | May 2012

**CERTIFICATION**  
Certified SAFe 5 Scrum Master – Scaled Agile | October 2021

**TECHNICAL SKILLS**

* **SDLC Methodologies**: SAFe, Agile, Scrum, Kanban, Waterfall, Lean Six Sigma
* **Analysis**: Requirements Gathering, Story Writing, Functional Matrix, Gap Analysis, BRD, FRD, Business Process Mapping, Use Case Diagram, Data Modeling, Data Mapping
* **Databases**: Oracle, SQL Server, MS Access
* **Programming Language**: Python, XML, nodejs
* **Tools**: Azure DevOps, Service Now, Rally ALM, HP ALM, JIRA, Confluence, AHA, MS Office, Requisite Pro, IBM Blueworks Live, Clarity

**PROFESSIONAL EXPERIENCE:**

**CDW, Lincolnshire, IL  
*Business System Analyst / Scrum Master |* May 2021 – October 2024**

* Served as a Business Analyst for Bid, Pricing, Contract, and Deal Registration product teams, supporting CDW.com and the Quick Reg digital e-commerce website.
* Guided cross-functional teams in designing and implementing business process enhancements, achieving a 20% boost in operational efficiency as part of Quick Reg project. Leveraged Figma to map workflows visually, making it easy to identify areas for streamlining and improvement.
* Collaborated closely with Product Owner, Product Manager, and UX designers to deliver enhanced features for Digital Seller initiatives, including Quick Reg, Digital Adoption Tool (WalkMe) and Pricing Optimization.
* Utilized Figma to draft wireframes, ensuring alignment between product requirements and UX/UI standards.
* Documented detailed user stories, including Figma visual references, business value, scope of change, non-functional requirements, acceptance criteria, risks and dependencies in Jira, ADO & Service Now to guide development.
* Developed and maintained comprehensive team SharePoint, documenting processes, team roadmaps, and onboarding resources.
* Gathered and analyzed e-commerce website requirements to build and refine product backlogs, ensuring alignment with business needs.
* Acted as liaison between business, sales, and IT teams to refine the product and incorporate features based on market demands.
* Manage multiple projects concurrently, overseeing timelines, budgets, and deliverables.
* As a Scrum Master, led multiple cross-functional product teams (Salesforce, CPQ, DevOps, SRE, Marketing), with over 50 members, fostering collaboration and effective communication.
* Facilitated Agile ceremonies, including Sprint Planning, Backlog Refinement, Daily Stand-Ups, Sprint Retrospectives, PI Inspect & Adapt, and Agility Health Retrospective ensuring effective collaboration.
* Facilitated PI Planning and Agile Release Train (ART) events, using Jira, Azure DevOps and ServiceNow to track team readiness and progress.
* Worked as an Agile transformation coach where Scrum, Kanban techniques were applied along with some SAFe principles.
* Developed Agile performance metrics dashboards to track objectives, dependencies, risks and team velocity, helping to identify bottlenecks and improve overall performance.

**Agilent Technologies, Wilmington, DE**

***Business Analyst / Product Owner |* January 2021 – April 2021**

* Acted as a Product Owner and brought Digital Seller - Orders, Quotes and Services detail pages from the existing platform to a new MyAgilent e-commerce website.
* Collaborated on Figma to design page layouts and prototypes, ensuring alignment with user needs and visual standards.
* Documented user stories and acceptance criteria for MyAgilent program in Jira.
* Utilized Figma to build wireframes that visualized user stories, facilitating a clearer understanding of requirements for developers and stakeholders.
* Developed guides and documentation for JIRA features and best practices on Confluence.
* Tested the user stories for accuracy and compliance to ensuring undisputed acceptance and validation.
* Coordinated project initiatives with software developers, stakeholders, project managers and software testers.
* Participated in Sprint Planning, Daily Scrum Stand Up, and Sprint Retrospective meetings.
* Participated in the development and grooming of Project Backlog Stories (Requirements) with business and technology partners.
* Assisted in entering and updating Issues (Epics, Stories, and Tasks) onto JIRA Agile application.

**National Association of Realtors, Chicago IL**

***Business Analyst |* April 2020 – September 2020**

* Conducted interviews with SMEs to analyze the As-is functionality of NRDS (National Realtors Database System) integrations.
* Created End-user documentation, process flow diagrams, FAQs, Release notes, API documentation and other Technical/System documentation.
* Analyzed and created existing software applications (As-Is) functionality and (To-Be) functional specification document for Integration.
* Analyzed the integration needs of NRDS with Workday to support HR and payroll functions, mapping data flows and system dependencies.
* Worked with Product Owners, Designer, and Engineers to convert business requirements into a developer-friendly specification.
* Analyzed organizational data and problems, interpret, and recommend alternative courses of action, and implement intervention strategies to attain performance targets.
* Assisted in writing product documentation and training materials as needed.

**Mastercard, St. Louis MO**

***Sr. Business Analyst* | July 2018 – March 2020**

* Handled multiple high priority projects for the application that are both business-initiated and technology-initiated applications
* Worked with SMEs to identify and analyze core project requirements and created Business Process Mapping in Blueworks Live.
* Conducted JAD sessions with various stakeholders for issue resolution and user story documentation in ALM.
* Assisted in backlog grooming, user story development, and prioritization.
* Expertise in working with Business Processes Mapping, Business Process Models, Business Flow Diagrams and Business Requirement
* Provided eCommerce functionality expertise and performed business analysis of eCommerce sales and operations.
* Reported on payment data and participated in understanding Sovereign’s ACH processing system and PEP payment processing.
* Communicated effectively with clients and stakeholders, prepared various requirement and process documents, and created detailed user stories for development sprints in ALM.

**Fidelis Care, Albany NY**

***Business Analyst* | September 2016 – June 2018**

* Created detailed user stories, use cases, and process flows to support the development and testing teams for various FACETS applications.
* Planned and conducted requirements elicitation meetings with the business to collect functional and non-functional requirements relating to client's Salesforce technology enhancement and initiatives.
* Involved in EDI transactions 834 Inbound/Outbound, 837, and 835.
* Performed SQL queries to access data from various sources.
* Conducted meetings to collect functional and non-functional requirements for Salesforce technology enhancements.
* Experienced in Salesforce Testing and Administration spanning all facets of package software and SaaS application implementation
* Collaborated with developers, testers, and business stakeholders to ensure the successful delivery of projects.
* Involved in the full HIPAA compliance lifecycle for processing of Medicaid Claims.
* Experienced in using HP ALM and JIRA for story documentation, test management, bug tracking, and reporting.