ANITA RAI

SENIOR BUSINESS ANALYST

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PROFESSIONAL SUMMARY

Senior Business Analyst offering 10+ years of experience in the IT industry delivering cost-effective, high-performance technology solutions to meet shifting organizational demands. Astute technology-business professional able to translate operational needs and coordinate to develop technical solutions.

Worked as an SME and primary point of contact for all end-to-end deliverables. Focused and experienced professional with rich cross-functional experience in varied functional roles like Product development, Insurance Business, and Client Coordination. Skilled in Business Interactions for Requirement Gathering & Elicitation, Documentation of Business Artefacts, Prioritization, User Experience Prototype Designing, Advanced Problem Solving, Agile Workflow Processes, Forecasting and Planning, Change Management.

Certifications:

- Certified Scrum Product Owner (CSPO)
- Microsoft Azure Fundamentals (AZ-900)

SKILLS

- **Core Skills**: Gap analysis, Requirements Elicitation, Backlog Prioritization, Root Cause Analysis, Documentation, Preparation of functional specifications, Business requirement document, Requirement Traceability, Functional Testing
- **Business Domains**: Life Insurance, Unit Linked Insurance Products
- **Process:** Agile, Scrum, Product Development.
- **Technology/Tools**: SQL Server, Oracle, SoapUI, Postman, Jira, Confluence, MS Excel, MS Word, MS PowerPoint, Understand Java/VBScript/Python/SVN/GIT, Azure Fundamentals

WORK EXPERIENCE

Senior Business Analyst, 09/2016 - 07/2023
EXL Services Pvt. Ltd., Pune, India

- Worked as SME for offshore and Product Owner.
- Involved in Planning, Requirement Gathering, and Analysis.
- Conduct business and system analysis followed by designing and reviewing the Business Requirement Document/ Business Specification Document.
- Manage feature scope during ROM (Rough Order of Magnitude) and Solution design document.
- Involved in end-to-end release process from detailing the in-scope items to getting the release deployed to production.
- Handling multiple projects for Insurance Business – Implementation, Integration and Migration.
- Defining Test Strategies and guidance in preparing of test plans.
- Perform Business/Functional Testing and provide Business Support.

- Provide expertise on the systems limitations/capabilities relating to the business goals.
- Act as a technical liaison between the technical team and the business customers.
- Exposure in handling client queries, providing them with feasible solutions & building healthy relationships thereby achieving high customer satisfaction.
- Provide internal and client training for all the new enhancements.

Associate Software Engineer, 01/2013 - 09/2016
Dell International Services, Noida, India
- Functional and Automation Tester with experience in outlining and script coding using QTP/Selenium and HP ALM tool on Mainframe desktop and web applications.
- Have worked on Vbscript, Python and Java (1.6).

EDUCATION AND TRAINING

AMITY SCHOOL OF ENGINEERING & TECHNOLOGY, Noida, India, 05/2012
Bachelor of Technology (B.Tech): Electronics And Communications Engineering

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LANGUAGES

English, Hindi: First Language