Jyoti Chauhan
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Business Analyst with 08+ years of experience in IT industry

Objective:

Be it a high end services based organization or a medium level product based organization, I have always been passionate about learning and rich experiences. I was fortunate enough to get various experiences on multiple assignments with different technologies and different domains. I have an overall experience of 08+ years in Agile Business Analysis, Requirement Elicitation, handling Scrum Team, documentation and client interaction. I am actively looking for a dynamic role where by hard work, dedication and a willingness to learn I can prove myself to be an asset to the organization.

Summary:

- Experience in co-coordinating with business and IT across all phases of software development Life cycle.
- Worked as SAP Hybris functional consultant for E-commerce project
- Knowledge of Software Development Life Cycle (SDLC) methodologies like Waterfall & Agile.
- Expertise in gathering, analyzing and documenting business requirements and preparing Project Requirement documents.
- Precisely capture business problems, solutions and functional/non-functional requirements.
- Experience in writing and implementing Use Cases, User stories, Acceptance criteria and manual testing.
- Organizing daily scrum meetings.
- Assist Project Managers in project management.
- Configure and document software and processes, using agreed standards and tools.
- Have worked with both service based as well as product based companies.

Experience Summary

Knack Systems
Feb 2023 – Present
Team size: 20-25
Domain: E-commerce

Lead SAP Functional Consultant

- Worked as team lead and trained them on all the initial SAP Hybris.
- Attended workshops with client Business and IT team to gather and analyze the requirements.
- Analyzed business processes to identify functional gaps and points of external integration.
- Mapped business processes to SAP functionalities.
- Prepared description and flow charts of business processes.
- Provided advice to business SMEs to analyze, design and deliver SAP functionalities.
- Developed functional specifications.
- Configure SAP Ecommerce core systems and sub modules.
- Documented support processes to deliver best results training to end users.
- Having Experience in working with Backoffice, Smart Edit WCMS.
- Involved in initial Data Setup: Product Data (Master Data) Customer Data, Pricing Data. Delivery Modes.
- Involved in designing the Testing Strategy with the Testing Team and Involved in Reviewing and Executing the Test cases in Post man tool.
- Involved in Functional Testing to check the end to end functionalities.
- Provided system production support and functional design for project enhancements.
- Maintain and track the delivery actions, issues, and decisions in the program RAID log and ensure that all are kept up to date and accurate by working with subject matter experts in JIRA & Salesforce Dot Com and assigned owners to close them out.
- Worked on various documents such as PRLs doc, Functional User stories, Integration user stories and test cases.
- Understood the requirement and pain areas of the existing business and provided Solutions.
- Collaborated with cross-functional teams to plan, build, launch, and manage project.
- Provided project KT to the new joiners and developers.
- Responsible for conducting brainstorming and requirement grooming sessions for the team.
- Handled project requirements, scope, and change management issues; ensure adherence to requirements
- Worked with management on project proposals, estimates, and schedules; contribute to the project estimation process.
- Participated in status review meetings with project team members.
- Did API and functional testing.
- Helped in Project management.
- Documented CRs.
- Analyzed the bugs.

Project Handled:
- Sloan Market Place
- Knack Brava

Airtel Payments Bank
May 2021 – Feb 2022
Team size -8-10
Domain: Banking

Senior Business Analyst

- Worked on micro-ATM project which is helping the end customers to perform card transactions using POS machine available with retailers. This project not only helping Airtel Payments Bank to expand its services but also helping in generating the revenue for bank.
- Worked with Business Stakeholders, IT Infrastructure teams, and Development teams to ensure that business requirements are documented and designed properly.
- Understood the requirement and pain areas of the existing business and provided Solutions.

- Worked as business analyst where major responsibilities included collaborating with cross-functional teams to plan, build, launch, and manage project.
- Collected and analyzed the project's business requirements and transfer that knowledge to the development team with the help of the user stories, workflows, API designing, swim-lane diagrams, prototypes and Project requirement documents.
- Responsible for conducting brainstorming and requirement grooming sessions for the team.
- Understand and interpret technical requirements and turn them into successful projects.
- Guide project planning, scheduling, monitoring, and reporting activities for Project
- Potentially manage multiple projects and work streams within a larger customer program.
- Manage project requirements, scope, and change management issue.
- Collaborate with cross-functional teams and management on project proposals, bids, contracts, estimates, and schedules; contribute to the project estimation process.
- Manage customer expectations, through collaboration with stakeholders across the organization and develop effective working relationships.

Project Handled:
- Airtel Micro-ATM project

SEW PVT. LTD
Feb 2018 – May 2022
Team size -8-10
Domain: Energy and Utilities

Senior Business Analyst

- To effectively collaborate with technical and business-oriented internal stakeholders.
- Worked on the projects pertaining to the Energy domain. Have worked for well-known power, water and gas utilities of US market
- Collected and analyzed the project's business requirements and transfer that knowledge to the Development team with the help of the user stories.
- Responsible for doing gap analysis and preparing accurate and detailed requirements documents, wireframes, and functional Specification documents
- Communicated effectively with Business Management on functional requirements like Business Rules, Screen layouts, data mapping analysis and system interfaces.
- Coordinated with the Business and IT teams who are involved in the Testing process. Responsible for reviewing the test cases.
- Worked under direction of the onshore teams specially the Business Analysis teams and the Delivery Unit Lead and with other stakeholders for project strategy and timely delivery of the assigned projects.
- Requirement elicitation activities, including but not limited to gap analysis discussions, requirements workshops, interviews, document analysis and interface analysis with external and internal clients and stakeholders, including technical teams, end users and SMEs.
- Facilitated internal solution discussions and analysis with architects, developers and subject matter experts to establish a holistic functional and technical vision for new features and functionality.
- Responsible for writing down the users stories and use cases.
- Helped project managers in preparing sprint plan and process mapping by preparing various flow and swim lane diagrams.

Project Handled:
- Worked on project for various water utilities such Waterford, JPSCo and City Of Norco etc.
- Electricity sector utilities: Dominion Energy, Rochester Public Utilities, ENSTAR, City of Santa Clara etc.
- Gas Utilities Project: Enstar, Gujarat Gas

Algoworks PVT. LTD
Dec 2014 – Feb 2018
Team size -8-10
Domain: Health tracking, Social and E-commerce Applications

Business Analyst

- Worked as Mobile (Android and iOS) and Web Team Business Analyst.
- Liaising between cross-functional teams, support teams and stakeholders.
- Ensured that the communication flows timely and accurately across multiple project stake holders and project/delivery manager.
- Was responsible for gathering and analyzing the project requirements.
- Organizing review meetings with various clients and preparing the Project Requirement Documents.
- Preparing the Functional Requirement Document by coordinating with Sale team, Dev team and stakeholders.
- Preparing wireframes using Balsamiq and Azure.
- Preparing App/Web prototype using Invision.
- Deciding the UI/ UX of the Mobile Apps / websites.
- Writing Use Cases and User stories.
- Manual testing of Mobile Apps.
- Conducting daily scrum meeting.
- Preparing Sprint Plans (Assembla, JIRA, Basecamp)
- Creating and updating project documentation
- Conducting client Demos after every sprint.
- Managing Change requests.

Education

MBA	Finance and HR	UPTU	82.4%	2014
B.E	Computer Science	HNGU	70.0%	2011
10+2	Science	CBSE	88.00%	2007
S.S.C.		CBSE	90.4%	2005

Professional Certifications

- Scrum Fundamentals Certification.
- Business Analysis basics Certification.
- PMP basics Certification

Other Details:

Passport Number:	Z2858786
Date of Birth:	04th Jul 1990
Marital Status:	Single
LinkedIn Profile link:	https://www.linkedin.com/in/jyoti-chauhan-7a385184/