Neha Bedi

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Summary

Dedicated and results-focused professional with 5+ years of a comprehensive background in functional consulting, business analyst, and E- commerce retail management. Demonstrated success in collaborating with stakeholders to gather requirements, driving seamless project execution, and ensuring exceptional user experiences. Adept at managing teams, streamlining operations, and optimizing customer satisfaction. Proficient in project communication, SDLC methodologies, CRM systems, and e-commerce platforms. Equipped with a keen eye for detail and a strong ability to adapt in dynamic environments. Looking to leverage proven skills in a dynamic setting to contribute to project success and business growth.

Experience

Mindscape Computing Pvt Ltd | Karnataka, Bangalore
Junior Functional Consultant | 10/2021 - 08/2022

- Gathering technical requirements for e-commerce and other platforms. Facilitating seamless collaboration between business stakeholders and developers. Committed to delivering projects within specified timelines and driving successful product rollouts. Adheres to rigorous product life cycle management practices to ensure the delivery of top-notch solutions.
- Client On-boarding, Communicating and demonstrating project updates and system changes to stakeholders effectively.
- Ensure the system is aligned with the functional specifications and meets client expectations.
- Provide training sessions and user support to clients and end-users. Create user documentation, conduct workshops, and address user queries to ensure smooth system adoption and effective utilization.
- Assist users in resolving any immediate issues or challenges that arise during system launch.

Erisn software solutions | Karnataka, Bangalore
Business Analyst | 08/2020 - 06/2021

- Collaborate with stakeholders, including business users, clients, and technical teams, to gather requirements and document them in a clear and concise manner.
- Documenting the gathered requirements using various techniques, such as business requirement documents (BRDs), functional requirement documents (FRDs), user stories, or use cases.
- Preparing milestone, NDA,SLA and quotations and sending it over to clients for acceptance.
- Assisting in managing organizational change by identifying potential impacts, developing training materials, and facilitating user adoption of new systems or processes. helping in creating a smooth transition from existing systems to new solutions.
- Evaluate the user journey, user interface (UI), and overall user experience of the eCommerce website or application. Identify pain points, usability issues, and areas for enhancement. Collaborate with UX designers to create intuitive and seamless user experiences. preparing for UAT.
- Continuously monitor and analyze business processes to identify areas for improvement and suggest enhancements.
- Monitor the performance of eCommerce initiatives, track KPIs, and conduct post-implementation analysis. Identify areas for further improvement, propose optimizations, and support ongoing enhancements to meet evolving business needs.
- Led end-to-end SDLC process, website and application.

Ritu Kumar | karnataka, Bangalore
Store Manager | 01/2019 - 11/2019

- Managing & motivating team to ensure efficiency and achieve monthly targets.
- Train staff about products which helps to achieve daily sales targets.
- Preparing KPI for staff and discussing it with them on regular intervals.
- Submitting timely reports and prepare presentations/proposals as assigned.
- Handling Day to day store operations CRM, ERP software.
- Maintaining MIS

Being Human | New Delhi, Delhi
Assistant Store Manager | 04/2016 - 04/2018

- Interaction with the walk-in clients, introducing the brand
- Representing being human in retail workshops.
- Preparing and representing Quarter profit/loss reports during QBRs.
- Handled the team of 7 employees.
- Evaluating the performance of the employee and marking it in Workday and Oracle system.

- Help new joiner in completing all joining formalities and ensuring smooth onboarding.
- Managing inventory and ensured the retail products are delivered with no damage.
- Creating the detailed performed report of each employee at year-end appraisal and send it to authorized management further.
- Managing and motivating the team to increase sales

Skills

Customer service, Website Development, Agile Methodology, CRM, Jira, E-Commerce, ERP Systems, scrum, Waterfall, SDLC, Stakeholder Management, Requirements Gathering, Business Analysis, UAT, Business Requirements, Microsoft Powerpoint, Microsoft Excel, Problem Resolution, Time Management, Retail

Education

University of Delhi | Delhi, New Delhi
B.A. | 01/2014

High School | Delhi, New Delhi
Commerce | 04/2008