Ankita Jaiswal

Mobile: 8669011070

Email: [ankita66665@gmail.com](mailto:ankita66665@gmail.com) LinkedIn: www.linkedin.com/in/ankita-jaiswal92

**Professional Summary**

An enthusiastic, highly motivated, and hardworking individual having 7+ Years of overall experience and 3+ years of IT experience into RPA and keen to gain experience in the IT sector with a view to progress a successful career within a thriving organization.

**Executive Summary:**

* Involved in process automation collaborations with business users globally to analyze business processes, recommend RPA based solutions for the processes in development, support, enhancement, and maintenance projects
* Experienced in using UiPath, Screen & Data scraping techniques
* Exposure of SDLC from requirement gathering, implementation, testing and support
* Well understanding with Agile Methodologies like (Sprint Planning, Daily Scrum, Grooming Session, Sprint Review and Sprint Retrospective)
* Proven ability to establish and maintain excellent communication and relationships with clients
* Dedicated to identifying customer needs and delivering effective solution to all problems.

**WORK HISTORY**

**ValueLabs India Pvt Ltd (May 2023 till Present) Associate Business Analyst**

**Roles & Responsibilities: -**

* Determine operational objectives by studying business functions; gathering information; evaluating output requirements and formats and updating it into Azure environment (Product Backlog Item)
* Document requirements, define scope and objectives and formulate systems to parallel overall business strategies
* Prepared flowcharts, diagrams, and business models for many different scenarios
* Manage projects by communicating with stakeholders and users
* Translate business requirements and technical information into non-technical terms for communication and collaboration with development, operations, and leadership groups
* Serve as first line of support for data issues and data subject matter expert (SME) for clients
* Work with ServiceNow tickets, assign and assist users and business to solve the ticket and providing end to end resolution
* Responsible for gathering and analyzing RPA business requirements by working with the end users to understand and determine the business needs and problems, and produce detailed documentation of RPA business processes that are rule-based, routine, and repeatable.

**Fareportal India Pvt. LTD (April 2019 – May 2022) Business Analyst**

**Roles & Responsibilities: -**

* Work with teams in the identification of business requirements, process design, testing, training, defining support procedures using UiPath
* Actively involved in understanding business requirements and develop Detail As-Is Process Description – PDD (Process Description Document), Detail to Be Automated Process Description – SDD (Solution Design Document)

and handover documents of complete process implementation

* Formulate planning, budgeting, forecasting, and reporting strategies
* Suggesting clients and partners about automation best practices, Deployment strategy and suggesting the implementation Plan. Actively involved in creating environment setup for UAT and Production phases
* Responsible for translating RPA requirements to the developers and act as a Project Manager in an AGILE environment based on SCRUM principles conducting daily SCRUM meetings.
* Provides continuous updates to RPA stakeholders and Project Manager during project delivery.

**Key Skills and Competencies**

* Able to motivate & lead others in a team environment. An ability to analyze and define patterns in large data.
* Resolve conflict through arbitration, negotiation, reasoned discussion, or escalation. Identify problems, impediments, dependencies, and other team dysfunctions, and then facilitate quick resolution. Support cross-team coordination.
* Ability to create project artifacts such as BRD, use case documentation, FRD, RTM, SRS. Experience in conducting GAP analysis, SWOT, Cause & effect analysis, Root cause, Cost-benefit analysis, Feasibility analysis, Risk analysis, ROI analysis tools & techniques.

**Fareportal India Pvt. LTD - (Aug 2015 – April 2019) Subject Matter Expert**

* Conducted interviews with key business users to collect information on business processes and user requirements
* Assist in overseeing the implementation of approved process improvements, and participate in project meetings as a SME, providing guidance on business objectives
* Mapped current business and operational processes and recommended areas for improvement
* Work with business partners to understand, analyze, and document detailed functional requirements to support business and project objectives
* Conduct stakeholder interviews to understand current state business processes and create workflow diagrams
* Perform analysis on large sets of data and derive insights to inform business requirements and objectives
* Work with key stakeholders to analyze and document strategic reporting and data visualization needs, translating those requirements to actionable project tasks.

**ACADEMIC QUALIFICATIOS:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Exam Passed | School/College | Board/ University | %age Obtained | Year of Passing |
| T.Y.B.C.A | SINGHGAD COLLEGEOF SCIENCE  WADGAON,  AMBEGAON | PUNE UNIVERSITY | 64.33% | 2014 |
| S.Y.B.C.A | SINGHGAD COLLEGEOF SCIENCE WADGAON, AMBEGAON | PUNE UNIVERSITY | 64.16% | 2013 |
| F.Y.B.C.A | SINGHGAD COLLEGEOF SCIENCE WADGAON, AMBEGAON | PUNE UNIVERSITY | 67.58% | 2012 |
| H.S.C | DON BOSCO HR. SEC. SCHOOL DIMAPUR  NAGALAND | NAGALAND BOARD | 53.6% | 2010 |
| S.S.C | ST. PAUL HR. SEC  SCHOOL, DIMAPUR NAGALAND | NAGALAND BOARD | 72% | 2008 |

**SKILLS:**

**Soft Skills: Communication, Teamwork, Leadership, Problem Solving, Critical Thinking, Research, Operations analysis, analytical skills, Conflict resolution**

**Technical Skills: Microsoft Office Suite, Business Intelligence, RPA, UiPath, Jira, Azure, Tableau, MS Visio, SharePoint,**

**ServiceNow**

**Industry Knowledge: Business Process, Business Analysis, System Integration, Project Management**

**CERTIFICATE:**

Completed Google Project Management: Professional Certificates

Lean Six Sigma White Belt Certified

Introduction to RPA Uipath & Automation

Certified Robotics Process Automation (RPA BA)

UiPath Certified Task Capture

**PERSONAL DETAILS:**

Gender : Female

Date of Birth : 10thOct, 1992

Marital Status : Single

Language Proficiency : Hindi, English, Nagamese, Marathi.

Interest & Activities : Volunteering & Community involvement, Dancing, Listening music.

Nationality : Indian

**DECLARATION**:

I am confident of my ability to work in a team. I hereby declare that the information furnished above is true to the best of my knowledge and belief.