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| Ela Bhatnagar |  | Business Analyst |

| Hyderabad | +91-7010627605 | elabhatnagar@gmail.com | <https://www.linkedin.com/in/ela-bhatnagar-884a55108/>

# Profile

Solution-driven Business Analyst with experience of 5.1 years leading cross-functional teams, in the development, documentation, and delivery of process innovations driving the attainment of business goals, is seeking opportunities to transform company practices into fresh, cost-effective solutions leading to more efficient operations.

## Experience

## Khumbu Systems | Business Analyst | September 2021 – Present

Worked with US and UK Food Partners such as Cloud Kitchen, Doordash, Uber Eats, Wisely, RBI, Deliveroo and completed their menu, order, delivery integrations.

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| Managed Agile board on Jira, creating User Stories, assigning tasks, and managing the day-to-day Project activity.Interact with the client over calls and messages to capture the requirements and provide daily status reports to maintain visibility.Assist in Prioritizing requirements gathered (Data, Functional, Non-Functional (oversight)), to determine scope. |
| Coordinate with Developers, DevOps, and QA teams to provide a demo, get a follow-up on daily tasks and resolve blockers. |
| Part of the hiring team for Business Analysts and Customer Success and mentoring them.Owned Business Development and met over 90% of deadlines by identifying and mitigating engineering roadblocks and risks. |

## NTT DATA Services | Business Analyst | August 2018 – August 2021

Worked with US and UK Banks (Finance Teams) such as JP Morgan, Wells Fargo, US Bank, Sate Street etc. where GTX application is used to transform Swift messages (MT1xx to MT9xx) into XML and vice versa.

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| Develop business architecture by gathering requirements such as scope, processes, workflows, and risks.Conduct various levels of testing including functional, regression, user acceptance, integration, and performance resulting in less than 5% bugs in production.Communicate client’s business requirements by constructing easy-to-understand data and process models.Provide input into developing and modifying systems to meet client needs and develop business specifications to support these modifications.Leading the internal and client scrum planning calls with risk, gap and performance analysis.Give Demo to stakeholders after end of every sprint and Involved in Daily Status Client Calls. |

# Education

## B. TECH in ece | May 2018 | srm University, Chennai, India|8.8CGPA

## Xii, CBSE | may 2014 | SPSS, RAJASTHAN, India|92% X, CBSE | may 2012 | SPSS, RAJASTHAN, India|92%

# Skills and Abilities

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| * Agile Development (Scrum/Kanban) * Requirement Gathering and Analysis * Testing (UAT) * Behavior-Driven Development (BDD) * Data Analysis * Data Visualization * Sequence Diagram * UX Methodology * SAFe/ SaaS | * Project Management/ Planning * Salesforce, UI/UX Design * Task Management * Business Requirement Document (BRD)/ (FRD)/FSD/SRS * Flow Diagram * SDLC (Software Development Life Cycle)/STLC (Software Testing Life Cycle) * Stakeholder Management * SharePoint |

# Technical Skills

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| * Grafana * SQL, Python * AWS, Azure * Power BI * Jira, Rally * Linear * ServiceNow * Confluence | * Python * Browser Stack * Tableau * Postman /API’s * Linux * Jenkins * MS Visio * Mobile/Web/ API’s Testing |