**BHARVI YADAV**

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San Jose, California

**SUMMARY**

* Qualified professional with over 6+ years of extensive experience in the field of Business Analyst working with the technical staff to implement management and staff's business requirements in the finance industry and Retail domain.
* Experienced in understanding, analyzing, and documenting Business Requirements, Functional Specifications, Business Process Flow, Business Process Mapping, and Modeling.
* **Proficient in documenting requirement specifications including BRD, FRD, use cases, user stories and supplementing them with Use Case Diagrams, Activity Diagrams, Class Diagrams, and Sequence Diagrams**
* **Strong Knowledge of RUP, Waterfall, Agile Technologies, JIRA, SAFe and Rational Requisite Pro.**
* Organizing, researching, and large databases to ensure planning efficiency
* Managing customer and/or client relationships
* **Knowledgeable working with ETL process Extract, Transform and Load of data into a data warehouse.**
* Developing business strategic proposals and plans based on researched data
* Creating visual deliverables such as flow diagrams, RACI matrix, SWOT analyses
* **Designed and implemented basic SQL queries for testing and report/data validation**
* **Extensive experience in creating Business Requirements Documents (BRD), Use Case Specifications and Functional Specification document (FSD).**
* Generating communications plans with timelines and stakeholder matrixes
* **Experience in performing Gap Analysis, Risk Analysis, SWOT, ROI, Cost-benefit analysis, Impact analysis, Use case Analysis, baseline acceptance criteria, and deliverables.**
* Market research in finance and healthcare industries
* Performing market analysis and user analysis to determine the best course of action
* Establishing reliable processes for collecting and prioritizing customer/market requirements
* Employing and developing product planning and management best practices
* Ensuring user stories contain adequate detail and acceptance criteria for implementation
* Participating in Scrum sprint planning, resource allocation, backlog prioritization
* Developing CRM solutions for client businesses and identifying opportunities to improve the user experience
* Dynamic, creative, and result-driven business analysis, project planning, and execution
* Building strong relationships and skills in the context of cross-functional organizations
* **Proficient in using the tools like Rally, MS Visio, and MS Office.**

**SKILLS & TOOLS**

Management Tools: Jira, Rally, Notion, Trello, Cvent

Methodologies: Waterfall, Agile, Scrum

Data Analysis: Tableau, Google Analytics, Airtable, MySQL

Microsoft Office: Excel, SharePoint, MS Project, SharePoint, Visio

Projects: QA & QC, risk & change management, Gantt charts, budgeting

Writing: Press releases, project proposals, journalistic articles

**PROFESSIONAL EXPERIENCE**

**Business Analyst | CVS, remote July 2021 – Current**

* Updated website features and making the process of navigating the appointment and medical information pages more user-friendly.
* Supported project changes that impacted end clients such as customers and investors.
* Ensured that new capabilities satisfy business needs and align with overall strategy by managing requirements for business areas, project tasks, and performing data analysis.
* Identified and removed impediments and distractions to ensure that the scrum team(s) meet the sprint goal and complete committed work.
* Engaged in requirement gathering sessions, collecting and defining requirements and translating them into functional design, test planning and user documentation processes.
* Worked with business users to define product feature requests, business requirement specifications, and change requests.
* **Conducted Joint Application Development (JAD) sessions, one-on-one meetings, and web-conferences with various stakeholders to gather documents and analyze feature requests.**
* Scheduled and facilitated in a variety of business requirement gathering sessions collecting and defining requirements and translating them into business functional design and user documentation processes.
* **Translated Business user concepts, requirements, processes and ideas into a comprehensive Business Requirement Documents (BRD).**
* Served as a liaison between stakeholders, system users, clients, managers, and the Development team to gather requirements.
* **Leveraged tools like Tableau and SQL to analyze vast healthcare data sets, identifying cost-saving opportunities and trends in medication utilization.**
* Assisted in the creation of training materials specific to healthcare workflows and conducted user training sessions, focusing on healthcare professionals' adoption of new technologies and processes.
* Use JIRA bug tracking tool to analyze & capture bugs, track and manage dashboard any type of updates for project release.
* Conferred with staff of organizational units to analyze current operational procedures, identified problems, and understood specific requirements such as forms of data input, how data will be summarized and used, formats for reports, etc.

**Program Manager | Cisco Systems Inc., San Jose, CA May 2019 – May 2021**

* Initiated and executed early product field trials (EFTs) through SurveyMonkey for 7 EFT programs.
* Created and tested effective feedback questions, analyzed responses, organized data in readable charts and graphics, and enforced program deadlines.
* Led EFT programs for 4 product releases, manage 30+ customers and calls, communicated with 100+ team members to ensure successful customer feedback implementation.
* Provided status updates to all stakeholders including customers, product managers, sales, marketing, engineers, documentation leads.
* Arranged and led weekly customer kick-off, onboarding, feedback collection, and close-out calls
* Managed data integration on Excel of EFT program and release status, customer contact information, and feature information.
* **Prepared Business requirement documents (BRD) and mapped requirements to prepare Functional Specification Documents (FSD).**
* **Performed data analysis to recommend and support business process improvements.**
* Incorporated SharePoint as a medium to locate all EFT documentation, timelines, feature information, and internal stakeholder.
* Maintained customer relationships by gathering all feature feedback and communicating them to product teams, developers, marketing teams, etc.
* Ran trainings, provided support to end users, provided quick solutions handled and resolved issues.
* Set up a direct and efficient system for customers to connect with engineers with feedback to resolve system errors, bugs, and other end-user concerns.

**Business Analyst | Intuit, remote March 2018 – April 2019**

* Created 2 dashboards that were used to monitor and drag budget forecasts for operational expansion for a national organization.
* Managed activities with a team within the project including requirements gathering, testing, improving processes for the business users.
* Conducted background data research to support and analyze how the agile methodologies and processes that were implemented were impacting the dashboards.
* Optimization and improvement of businesses process that impacted end customers of business such as order-to-pay, accounting, upgrades using Oracle, etc.
* Set up calls with all financial stakeholders, IT and engineering teams on a regular basis.
* Conducted weekly update meetings, reporting meetings, budget and planning meetings.
* Created training materials and hosting training sessions with users.
* Set up meeting agendas and host various client forums and adopt innovative ideas to efficiently run forums with many participants.

**Associate Account Manager | Cred PR, San Francisco, CA Feb 2017 – Feb 2018**

* Supported 5 account managers with more than 10 executive-level clients from Dropbox, Pinterest, Unbabel, etc.
* Secured more than 15 events for clients to speak at in relevant industries through the established process including drafting and pitching their speech topics to event vendors.
* Conducted live and virtual event research during the transition to virtual events post-Covid.
* Organized and cleaned thousands of events on their event databases, Airtable and Cvent, with detailed administrative information about the event.
* Drafted 5 client bio pitches, 10+ briefing docs, led 7 group submissions for 2 speaker teams.
* Updated event dashboards in real-time based on pitch approvals, acceptances, delays, change requests, client feedback, and speaker requirements.
* Project: revamped speaker submission templates, merged client onboarding process, published 3 client case studies.

**EDUCATION**

**New York University**, Jan 2015- Dec 2016

– M.S. in Project Management

**California State University, Fullerton**, September 2010- May 2014

– B.A. in Communications, Public Relations