**SHALINI MISHRA**

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**About Me**

An innovative and Scrum-certified tech-savvy Business Analyst with over 9+ years of experience in requirement elicitation techniques, gap analysis, system design and implementation, business process reengineering, and risk analysis. I have excellent analytical skills in business Process analysis, business process improvement and automation, performance management, and project management to support strategic planning and goal setting, strengthen accountability, enhance decision-making, and improve customer service.

I have strong knowledge of SDLC, STLC Project Life Cycle, and Project Management, including Agile, Scrum, UML, and RUP. Led agile ceremonies- sprint/daily standup, developed user story, analyzed the Iteration Burn Down charts and reviewed defects. Good knowledge of Business Process Flows/Modeling, Case Tools, Business Re-Engineering, Business Intelligence, and Data Warehousing. My proficiency includes documenting BRDs, FRDs, Non-functional Requirement Documents, FSDs, and System Requirement Documents. I also have excellent communication and interpersonal skills, with a clear understanding of business processes and the ability to work as part of a team or individually.

**Professional Experience**

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| **Business System Consultant** | **Wells Fargo** | **December 2018 – February 2022** |

**Project - Development of Risk monitoring tool:**

* Led designing and implementation of the OLA (operational Level Agreement monitoring) System/ tool on **Sharepoint** by creating wireframes through mind maps using Figma and Lucid charts. Partnered with business owners to define and document requirements, prioritize features, and ensure that products met end-user requirements and business goals.
* Developed comprehensive workflow diagrams and data mapping documentation to streamline requirements-gathering, ensuring accurate and efficient communication between stakeholders and project teams.
* Assessed all the system interfaces with the ALM tool and illustrated all the process gaps and scope of process automation to streamline the process workflows.
* Identified and tracked all the impediments and errors during the **UAT and functional testing** and guided the development team in fixing the logical and technical errors and releasing them into a production environment.
* Scheduled Agile release for the tool enhancements to provide a better user experience and generate more value for the end user.
* Conducted multiple sprint demo sessions with business and technology owners to understand early feedback and facilitate phase-wise release and adoption.
* Tracking work log in JIRA for the feature and issue tracking

**Project – Implementation of Application Lifecycle Management**

* Acted as a subject matter expert to help application owners on Application lifecycle policies & standards to complete the application onboarding process & promote policy awareness and adoption across all business units.
* Led the successful delivery of multiple business projects, overseeing the end-to-end implementation of new tools and feature enhancement, resulting in a 30% increase in end-user satisfaction and a 25% boost in ALM adoption across the organization.
* Partnered with business SMEs to capture, analyze, and document business requirements into operational work products for multiple high-impact projects.
* Working on aligning the latest policies with our standard and publishing them on the **ALM-WIKI** page to make ALM user-friendly.
* Collaborate closely with stakeholders to solicit feedback, resolve issues, and ensure the successful completion of projects.
* Developed business **Use-Cases**, performed UI/UX testing in collaboration with the technical team, accounted for all the issue fixing in the tool and got a sign-off from the management team.

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| **Business Process Lead , Global Infrastructure** | **Broadcom Inc** | **April 2016 – November 2018** |

**Project – Cloud Governance process implementation and enhancements**

* Designed and Built a Cloud Governance application for the internal stakeholders and SaaS vendors to enhance the adoption of quality management procedures.
* Worked directly with multiple business groups to comprehensively document user documents and facilitated meetings to extract users’ needs.
* Collaborated with IT teams and ensured the accuracy of system specifications and process maps to guarantee the alignment of documentation with business needs.
* Foster engineering practices (Continuous Integration, Test First, Refactoring, Pair work, Collective Ownership, Agile Architecture) for Build-In Quality.
* Forecasted and assessed potential risks related to system implementation and business process changes, implemented risk mitigation strategies, and reduced overall risk by 15 %.
* Provided training and support to the end users on new system functionalities and interfaces and increased the overall system/ tool adoption across all business units by 45%.
* Maintained a comprehensive and up-to-date repository of all the documentation related to user requirements, system specifications, and releases through version control.
* Conducted demo sessions with business and end-users to provide system/ tool usage and prepared user manual for every release.
* Produced weekly risk reports on Tableau for the applications under the governance scope and published them to the Top management, end users, and Application owners.

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| **Business Analyst** | **Cipher Cloud** | **August 2014- March 2016** |

* Analysed User Requirement Document, Business Requirement Document (BRD), Technical Requirement Specification, and Functional Requirement Specification (FRS).
* Identified Defects, Communicated to Business Leads, and used priority-based Business-critical, and enhancement-based strategies to conduct Functional testing.

**Certification:**  Certified Scrum Master, Certified SAFe Agilist 5.0, Certified Business Analyst & Certified Risk Practitioner (CRISC), Certified Business Practitioner

**Skills:** Business Analysis, Business process improvement, stakeholder management, report publication, Business Requirement gathering, Business Logic Document, Agile management, Scrum, kanban, UAT Testing, Use cases, Business analysis and delivery, UX/UI design, Use case Diagram, Data- Mapping, SaaS, Release on Demand, Value Stream Management, Lean-Agile Mindset, Application Development, System Design, Project Management, Data Analysis, Data Reporting, Critical Thinking, Problem Solving.

**Tools:** CA Agile Central (Rally), CA PPM (Portfolio Project Management), WIKI, JIRA, Wireframe, Lucid, Tableau, Sharepoint, MS Visual, Visio, My SQL, MS Excel, Service Now.

**EDUCATION**

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| Master of Computer Science in Information Systems – **Rider University** | September 2022 – 2023 December | GPA – 3.9 |
| Master of Business Administration – ICFAI University | Passing Year- 2014 March | GPA 3.6 |