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**SHRISTI AGRAWAL**  
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### Professional Summary

Senior Business Analyst and Scrum Master with over 9-years in requirements analysis, project management, and stakeholder communication. Proficient in both waterfall and agile methodologies (Scrum, Kanban) and skilled in bridging the gap between technical and business teams. Functioned as Liaison. Experienced in conducting GAP analysis, ROI, SWOT, Cost-benefit analysis, Joint Application Development (JAD) Sessions, Interviews, and Surveys and all the phases of Software Development Life Cycle (SDLC). Expert in creating comprehensive documentation, RFP documents, including Business Requirement Documents (BRD), Functional Requirement Document (FRD), Use Cases, Epics, stories, roadmaps. Demonstrated expertise in SQL for data extraction and analysis, and data manipulation. Orchestrated the simultaneous management and coordination of multiple projects, ensuring adherence to project plans and IT Solutions.

### WORK EXPERIENCE

**Carrot Fertility Inc. (Healthcare), Remote**  
BI Business Analyst / Scrum Master *(May 2023 - Feb 2024)*

* Independently implemented Scrum, a sprint-based product development, and coached three sub-teams (Business Intelligence, Data Engineering, Data Science) on Agile methodologies and the Scrum framework. Managed JIRA as an admin.
* Configured JIRA as SCRUM and KANBAN boards with Epics and user stories, managing matrices like task breakdown, velocity, and burn-down charts.
* Spearheaded projects for analytical dashboards for the Sales team, Customer Success team, and Executives.
* Oversaw Data Engineering processes and projects over taxation for customers and end-of-year reporting.
* Ensured empirical framework of scrum by following and promoting transparency, inspection and adaptation in tracking progress, scrum board.
* Coached team on Scrum framework, scrum ceremonies, facilitated all the ceremonies for all the teams.
* Handled roadblocks for the team members through continuous communication, listening, patience and suggesting/implementing solutions.
* Managed projects on sales forecast tools for the sales team to use and pitch to the customers.
* Collaborated with stakeholders for prioritization and clarity towards the goal, resolving conflicts by driving focus on project goals.
* Process improvement and continuous Improvement implementations resulted to a 30% increase in efficiency and increase in deliverables.
* Implemented end-user training processes to ensure their confidence in using the new tools or dashboards and reduced time on post deployment queries.

**Sri Salasar Traders India Pvt. Ltd.   
Business Analyst / Project Manager (Jan 2018 – Oct 2019)**

* **Functioned as an intermediary between the customer team and the technology team.**
* **Led the ideation of web application for the organization to enhanced sale opportunities.**
* **Collaborated with sales team, business heads and tech team for designing brainstorming, for requirement gathering.**
* **Documented the requirements and collaborated with developer bringing clarity on the needs.**
* **Managed project on Jira board using SCRUM framework. Managed product increments and product backlogs.**
* **Performed reviews of every development phase and landing page to ensure quality.**
* **Oversaw deployments and maintenance of the website throughout.**
* **Trained sales team with strategies for increased sales of 20%.**
* **Managed floor and resources in absence of Director as a trusted source.**
* **Created reports for forecasting sales and growth every quarter.**

**XL Dynamics India Pvt. Ltd., Mumbai, India**  
Client: Sun West Mortgage Company Inc.  
Business Analyst *(Aug 2013 – Nov 2017)*

* Led CRM solution implementation and integration with existing web-based loan applications to improve consumer connection.
* Facilitated requirement elicitation while collaborating with all stakeholders of project teams throughout the Software Development Life Cycle (SDLC).
* Lead Projects on Field-Change-Event Architect, Fee-Related and Conditions Automation, Disclosure Automation, DocuSign, System Restrictions.
* Led in process mapping, wireframing, Gap analysis, Cost-benefit ROI calculations, risk identification, and defect tracking, earning recognition as a collaborator in the town hall for stepping in whenever needed, to keep the project on track.
* Implemented Scrum framework using Jira boards and conducted all scrum ceremonies. Oversaw matrices to identify gaps, impediments, track progress, review and ensure time management.
* Coached team on agile and scrum frameworks, Scrum principles and artifacts. Managed Product Backlogs and roadblocks.
* Developed the culture of continuous improvement through reviews, feedback and through practice of empirical framework.
* Provided critical data and reports for data-driven decision-making and business strategy improvement.
* Led the elicitation and design of comprehensive business requirements, workflows, mockups, and process designs using Visio, securing stakeholder approval for both hardware and software assets.
* Promoted to SME for Loan Origination department with added responsibilities of query resolution, escalation handling, process re-engineering, TAT, conflict resolution, new loan products review and implementations and executive projects.
* Worked in an offshore-onsite format with the client to collect business requirements and implement developments in Loan Origination System and Loan Management System.
* Reviewed test scripts and conducted User Acceptance Testing (UAT) to uphold rigorous quality standards.
* Led migration from the Lotus Notes platform to Google Suite for the client’s knowledge base and compliance requirements.
* Trained end-users on the application post-rollout, post-change implementation, or post-migration, and managed end support throughout.
* Reviewed state, agency, and investor requirements for mortgage compliance audits and facilitated data collection for submission.
* Prepared and presented comprehensive customer feedback analysis reports, resulting in improved service quality and customer satisfaction.
* Conducted Proof of Concepts utilizing SCRUM boards for analysis, and worked closely with Product Owners on timelines, product backlog, release backlog, sprint planning, daily standups, and retrospectives.

**SMC Global Securities Pvt. Ltd., New Delhi, India**  
Analyst *(June 2011 – March 2013)*

* Analyzed historical financial data, forecast trends, and identified key performance indicators (KPIs).
* Examined and created reports on past data to review trade performances for directors to make informed decisions.
* Created team’s investment and efficiency report for upper management’s review.
* Managed funds to derivative trading strategies while ensuring regulatory compliance.
* Executed prudent risk-mitigation tactics to protect investments amidst market volatility.

### EDUCATION AND CERTIFICATIONS

* Executive MBA in Finance, IMT Ghaziabad, India (Aug 2019 - June 2021)
* Bachelor of Business Administration (B.B.A.), GGSIPU, Delhi, India (2008 - 2011)
* Certified ScrumMaster, Scrum Alliance
* Agile Leadership Principles and Practices, University Systems of Maryland and edX
* Certified "Agile with Atlassian Jira," Coursera
* Foundations of Project Management, Google (Coursera)
* Certified Scrum Alliance AI & Agility: A Comprehensive Introduction

### SKILLS AND TOOLS

* **Methodologies:** SDLC, Agile, Scrum, Kanban, Lean, UAT, GAP Analysis
* **Tools:** JIRA, Confluence, Trello, Azure DevOps, Power BI
* **Business Process Modeling:** Microsoft Visio, Figma, Lucid chart, MURAL
* **Engagement Tools:** Slack, MS Teams, Zoom
* **Utility Tools:** Word, Excel, PowerPoint, MS Office Suite, Outlook, Balsamiq, Smartsheet, SharePoint