**Smriti**

**Business Analyst**

**SUMMARY:**

* Analytical and results-driven professional with over a decade of experience consulting and guiding project management for the various sectors.
* Managed cross-functional teams to support full project management lifecycles with demonstrated expertise in business and systems analysis, operations management, product ownership, risk analysis to deliver successful projects on time and within budget.
* Worked closely with all levels of management, CIOs, Directors, Portfolio/Program managers, stakeholders such as Business Owners, Project Sponsors, and functional Teams (Business Analysts, Developers, QA /Testers, SMEs, DBAs, Infrastructure teams, etc.)
* Worked closely with executive management to identify and define project vision and project goals and develop strategies to achieve goals.
* Facilitated & participated in Feasibility studies, Cost-benefit analyses, Impact analyses, GAP analyses, Risk analyses, Root Cause analyses, ROI analyses, strategic planning, and more.
* Adept with Digital workspace for Agile Scrum / Kanban ceremonies including Daily Scrum, Sprint Planning, Retrospectives, Backlog Grooming, Program Increment (PI) Planning, and concepts including Write User Stories, Defining acceptance criteria, Estimation of features/stories/tasks, Capacity Planning
* Created Kick-off decks, SOWs, Business Cases, Scope Documents, Project Charters, Project Plans, RAID logs/Risk Log Registers, Status Reports, Budget Trackers, Lessons learned documents, and more.
* Facilitated, conducted, coordinated, participated in meetings, and made presentations to all levels of management and stakeholders.
* Led activities including project planning, scheduling, documentation, QA/Test activities, system/functional testing, and UAT coordination.
* Performed process design, process improvement utilizing Six Sigma Lean concepts, and project implementations within budget and resources.
* Trained and mentored technical staff to adapt SAFe, Agile Scrum methodology.
* Performed data extraction, wrote mapping rules, and analysed data using SQL queries.
* Experience working closely with PM, PO, IT System Architect, and cross-functional teams and involved in writing Client-side validations, Transformation rules, Database validations, and Server-side validations and collaborating with the development team in integrating AJAX for Dynamic and interactive UI pages.
* Hands-on experience in performing SQL queries for retrieving data from different data sources.
* Documented APIs using Swagger and been part of API testing using Postman, and SOAP UI.
* Superior communication skills, strong decision-making, and organizational skills along with outstanding analytical and problem-solving skills to undertake challenging jobs. Able to work well independently and in a team by helping to troubleshoot technology and business-related problems.

**TECHNICAL SKILLS:**

* Agile Frameworks
* Agile and collaboration tools (JIRA, Confluence, Mural)
* Waterfall methodology
* Cross functional team collaboration.
* Stakeholder relationship management.
* Data Visualization.
* Requirements Elicitation, documentation and tracing
* Business Analysis
* Business Intelligence
* Business Process Re-engineering
* Business Requirements
* Change Management
* Consulting
* Google Analytics
* Program Management
* Project Management
* Quality Assurance
* Regression Testing
* Risk Analysis & Mitigation
* Risk Management
* SharePoint
* Systems Analysis
* Test Cases
* User Stories, acceptance criteria and Use Cases
* Vendor Management

**EDUCATION:**

* Bachelor of Technology - Punjab Technical University - India - 2010.

**PROFESSIONAL EXPERIENCE:  
  
Client:** Carnival Cruise Lines, MI May 2024 - Till Now

Role: Scrum Master/Senior Business Analyst

Responsibilities:

* Collaborated with stakeholders and the development team to ensure project requirements were elicited correctly and timely, documented, verified and approved.
* Streamlined the team’s workflow by introducing agile tools like JIRA to improve transparency and accountability and made it a one stop shop for teams to access statuses and metrics.
* Facilitated agile workshops and training sessions to educate teams on agile methodologies and encourage cross-functional collaboration to aid the multi-year agile transformation journey.
* Facilitated agile ceremonies including daily stand-ups, backlog grooming, prioritization and refinement, sprint reviews, product demonstrations, retrospectives and quarterly planning events, also fostered continuous improvements.
* Optimized scrum team's workflow by identifying bottlenecks and inefficiencies in development process implemented lean practices that reduced time to market.
* Collaborated with product owners to develop and implement products prioritization systems, road maps and quarterly planning resulting in decreasing project backlogs.
* Collaborated with cross-functional teams to drive design and implementation of customized software applications.

**Client:** Ernst & Young Global Delivery Services, Gurugram, India Apr 2022 - Apr 2024

Role: Senior Business Analyst

**Responsibilities:**

* Partnered with clients and leads to frame business goals, roadmaps and align them with frame business goals and strategies to shape value preposition
* Coached client product owners to utilize agile practices and cadences
* Collaborated with client's cross functional product owners to create alignment for same product
* Collaborated with different stakeholders to elicit, analyze, document, manage and validate requirements
* Designed end solutions and used designs to validate requirements and improve system usability
* Created epics, features, user stories and developed acceptance criteria.
* Participated in creating business analyst career paths for the Business Analysis center of excellence (CEO)
* Conducted interviews with key business users to collect information on business processes and user requirements.
* Managed team performance by implementing measurable metrics to track delivery of supporting requirement artifacts.
* Surveyed clients to ascertain requirements and expectations for the different products
* Managed and mitigated project risks. Formulated, monitored and managed project schedules and executed planned and unplanned communication efforts through the various communication channels
* Provided detailed project status updates (reflecting monitoring activities and metrics) to stakeholders and executive management.
* Created and maintained Business Analysis deliverables such as user stories with acceptance criteria, use cases, Business Impact assessments (BIA), requirements and solution documents, process maps, GUI prototypes and other documents to validate and track business and system requirements.
* Conducted interviews with key business users and facilitated sessions along with document analysis to collect information on business processes and user requirements.
* Delivered multiple high-impact projects simultaneously on time and within budget including but not limited to data migration, System enhancements, new systems build up in a capacity of the Senior Business Analyst and Project Manager.

**Client:** Global Data & Modelling, Gurugram, India Apr 2017 - Apr 2022

Role: Senior Business Analyst / Scrum Master

Responsibilities:

* Managed multiple projects working collaboratively with delivery teams while supervising and training a team of junior- and mid-level Business and Technical Analysts.
* Managed allocation of departmental resources and ensured full adherence of company policies, standard operating procedures (SOPs), and industry standards.
* Coordinated team-based professional development activities to establish strong work cultures and guide career growth planning for each employee
* Oversaw interview and recruitment process of campus recruiting, onboarding and staff training, and performance management!
* Worked directly with Account and Project Managers to develop and implement best practices, procedures, and user manuals
* Served as Scrum Master, and client proxy product owner and interfaced with government management personnel to create project and product backlogs and define requirements.
* Managed development, execution, and testing of requirements, epics, user stories, acceptance criteria, and librarian user manuals.
* Managed business analysis and requirements activities, discovery sessions, project budgeting, and scheduling to maintain client satisfaction that includes creation, of Tableau-based dashboards utilizing scrum and Enterprise Performance Lifecycle (EPLC) Frameworks.
* Furthermore, collaborated with UX design team to create wireframes and prototypes
* Managed functional and regression testing efforts with delivery teams and created in-depth test cases, use cases and scenarios, and executed data validations
* Served as business liaison to IT and business units to organize meetings, project development, and risk mitigation activities; and to end users, junior testers, and the Technical Manager to plan and implement UAT for desktop, Android, and IOS devices
* Generated ad-hoc reports to evaluate specific business requirements along with standard and custom reports to provide insights into business performance.
* Implemented business intelligence solutions to increase operational efficiency.
* Analyzed data to identify root causes of problems and recommend corrective actions.
* Collaborated with stakeholders to identify business needs and data sources.

**Client:** Accenture Servies PVT LTD, Gurugram, India Jul 2010 - Apr 2017

Role: Scrum Master / Business Analyst **/** Program Manager

Responsibilities:

* Supervised, managed, and trained Business Analysis team to create and manage processes for multiple projects, in addition to management of baseline change processes focused on origination and delivery
* Steered verbal and written communications that included coordinating and leading business rules meetings to identify and recommend appropriate methods and solutions for addressing enhancements and defects
* Ensured all business rules modelled and adhered to the stakeholder's approved project requirements and key specifications
* Implemented the use of decision modeling and rules change processes to address minor to major business challenges.
* Oversaw analysis and management of customer requirements that included defined project scope, functional and non-functional specifications
* Led the design, documentation, modification, testing, and implementation of new and current software applications
* Ensured each project's key sponsor customer requirements were effectively prepared and incorporated
* Supported development of business intelligence (BI), master data management, and functional data projects by documenting and preparing business requirements, interface control documents (ICD), and BI reports
* Coordinated deployments of new software, feature updates and fixes.
* Championed collaboration across IT functions (DevOps, Networking, Security and Architecture) and business units to incrementally deliver an end-to-end application replacing the current legacy system
* Tested functional compliance of company products.
* Built strong interpersonal relationships with business units to identify project needs and requirements ensuring deliverables were delivered according to project deadlines and client budgets
* Conducted risk mitigation, and conducted short- to long-term solution planning and execution to identify and address data problems
* Developed, documented, and implemented testing plans and scripts with objective of maintaining optimal application performance while complying with specifications outlined by business clients and company stakeholders.
* Created and revised procedures, checklists and job aids to reduce errors.
* Edited, proofed and critiqued internal documents to improve clarity.
* Liaised with vendors and end-users to uncover system optimization opportunities.
* Recorded findings of inspection process, collaborating with quality team to implement corrective actions.
* Monitored KPIs to proactively address bottlenecks and quality issues.
* Mentored teams and streamlined techniques through evolution of delivery cycles, establishing documentation framework to support agile methodology implementations.

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