

**Kalpana Tiwari**

Email: Tiwarikalpana181993@gmail.com

Mobile: +91 7057474464

<https://www.linkedin.com/in/kalpana-tiwari-3882b4347/>

**Objective:**

Data driven skilled in project management, cross-functional team management, business analysis and problem solving. Adept at leveraging data analysis to enhance project performance and achieve client success with proven ability to manage multiple projects simultaneously, prioritize tasks, and meet deadlines. I have overall 8 years' experience and 4 years of experience in working on agile software development projects. Experience in different Software Development methodologies like Agile, Scrum, and Waterfall methodology. Strong exposure to domains such as Automobile and HRMS.

**Professional Summary**

- Experience working with different Software Development Life Cycle (SDLC) methodologies like Agile Scrum, Kanban and Waterfall-Scrum hybrid.
- Facilitated and participated in Scrum ceremonies like Sprint planning, Daily Standups, Backlog Grooming, Sprint Review, Sprint Retrospective.
- Expertise in Agile values, principles, and practices on various projects.
- Hands on experience and knowledge in Business Analysis.
- Skilled in Gathering requirements using Elicitation techniques like Brainstorming, Requirement workshop, Interface analysis, Document analysis, etc. and conducting various analysis like GAP analysis, Root-cause and Impact analysis.
- Knowledge of Unified Modelling Language (UML) diagrams as Use case model, Static/ Dynamic Mock-ups, Prototypes, Process Flow Diagram.
- Created Business Requirements Document (BRD), Functional Requirements Document (FRD), Systems Requirements Document (SRD).
- Experience in creating User Stories, Acceptance criteria, Bugs, Test Cases, and Test Scenarios in Jira.
- Experience working with Project Management team and Project managers for project timelines, scope, release planning, deployments, and management.
- Worked with team in Sprint review sessions to demonstrate and review Minimum viable product (MVP) to business users, management, and stakeholders.
- Helped team in completing user stories and tasks on time, based on Definition of Done (DOD) with reducing spill overs.

**Core Competencies**

- **Agile & Scrum Methodologies** – Sprint Planning, Standups, Backlog Grooming, Sprint Review, and Retrospectives
- **Business Analysis** – Requirement Elicitation, Gap Analysis, Root-Cause Analysis, and Impact Assessment
- **Process Modeling & Documentation** – UML Diagrams, Use Case Models and Process Flow Diagrams
- **Requirement Documentation** – BRD, FRD, SRD, User Stories, Acceptance Criteria, Test Cases

**Technical Skills**

- **SDLC Methodologies:** Waterfall, Agile-Scrum, Kanban

- **Project Management Tools:** Jira, Trello
- **Process Modeling Tools:** Draw.io, Lucid Chart
- **Data & Visualization Tools:** Google Sheets, Power BI
- **Documentation Tools:** Confluence, MS Office Suite, Figma
- **Programming & Databases:** MySQL, Selenium, Java

## **Professional Experience**

### **Syrakal Tech Solution Pvt Ltd**

Business Analyst | Feb 2021 – Present

Working with US and Canada-based clients, leading the development and enhancement of pre-owned car selling platforms and HRMS solutions.

- Facilitated Agile processes, including sprint planning, daily standups, and retrospectives, ensuring stakeholder alignment.
- Gathered and analysed business requirements using various elicitation techniques.
- Created and maintained BRD and FRD documentation for different projects.
- Developed user stories, test cases, and acceptance criteria in Jira.
- Acted as a bridge between business stakeholders and technical teams for smooth project execution.
- Conducted process improvement initiatives and optimized workflows for efficiency.
- Assisted QA teams in UAT testing and resolved reported issues promptly.
- Ensured all deliverables met quality standards before deployment.

**Environment:** Agile-Scrum, Jira, Confluence, MS Office Suite, SQL

### **NLB Services**

Team Lead | Feb 2019 – Feb 2021

- Managed end-to-end recruitment processes for C2C, W2, and full-time positions at top IT companies.
- Collaborated with hiring managers to source, screen, and interview candidates.

### **AMS**

Quality Analyst | Oct 2015 – Jan 2019

- Conducted data testing and maintained Excel reports for accuracy and quality assurance.
- Shared key data insights with clients to support decision-making.
- Identified and resolved data inconsistencies to maintain high-quality standards.

### **Seed InfoTech**

Tester Trainee | July 2014 – Nov 2014

## **Strengths**

- Strong planning and organizational skills
- Quick learner and problem solver
- Effective team player and communicator

**Education****B.Tech in Computer Science**

ITM GIDA Gorakhpur | 2014

**Declaration**

I hereby declare that the above-furnished details are true to the best of my knowledge and belief.