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|  |  | apoorva Dhar |

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**IT Business Analyst**

**PROFESSIONAL SUMMARY**

Experienced detail-oriented Agile Business Analyst with strong analytical and people skills. Applicant is goal-oriented, resourceful, has strong facilitation skills with over 3+ years of experience in solving business issues, delivering business and functional requirements in Waterfall and Agile environment. Certified Agile Professional, with the ability to adapt to new environments, known for consistently delivering creative solutions and maintaining strong customer relationships. Applicant has exceptional interpersonal, communication and leadership skills. Empathetic towards different stakeholders and strive for the ultimate customer experience. Hungry for continuous knowledge and growth.

**SKILLS SUMMARY**

* Core Skills: Business Analysis, Process Flow Modeling, Agile Team Facilitation, Scrum and Kanban, Project Management, Business Analytics, Agile Project Management.
* Strong knowledge of Software Development Life Cycle (SDLC) in Waterfall and Agile Methodologies.
* Exceptional skills in gathering, analyzing, and translating business requirements into functional specifications that were used to design and implement solutions.
* Proficient in obtaining, analyzing, and translating business requirements into attainable requirements used to satisfy business outcomes
* Coached team members on writing better user stories INVEST method.
* Managed delivery for analytics and reporting project using SQL, Tableau.
* Supported in Test Plan, Test Cases, Test Scenario and Test Manuals.
* Proficient in Business Process Modeling and creating UML diagrams, Wireframes, Mock-up Screens, Prototypes and User Interfaces using Tableau.
* Strong facilitation skills in creating team charter and organizing work agreement among team members in various geographical location.
* Domain knowledge: Retail, Education, HR, Information Technology with an attitude of learning new domains.

**Tools**: Tableau, Trello, Jira Software, Kanban, Power BI, MS Project, Snagit, Macros & VBA dashboard.

**Methodologies**: Scrum, Kanban, Waterfall, SAFe

**Programming Languages:** HTML, Java, R, C++, MS SQL.

**CERTIFICATIONS & CLASSES**

* Agile Team Facilitation, International Consortium of Agile Certified Professional (ICAgile)
* Agile Requirements Foundations - PMI
* Business Analysis foundation – IIBA
* Business Process Modeling – Linkedin
* Agile Masterclass – The Agile Coach LLC
* Business Analyst and Project Manager Collaboration – (NASBA)
* Business Analytics: Marketing Data - Linkedin
* Introduction to Macros and VBA – Linkedin
* Mastering User Stories – The Agile Coach LLC
* Mastering in Strategy and Operation - IBMI

**PROFESSIONAL EXPERIENCE**

**Product Owner** May 2020 — Present  
*HireWorks*

* Managed relationships and communicated with the business owners, business stakeholders, software developers, and a wide range of project contributors.
* Assessed value, developing cases, and prioritizing stories, epics, and themes to ensure work focuses on those with maximum value that are aligned with product strategy.
* Ensured that the Product Backlog is visible, transparent, clear to all, and shows what the Scrum Team will work on next.
* Ordered the items in the Product Backlog to best achieve goals and business vision.
* Optimized the value of the work the Development Team performs.
* Ensured the Development Team understands items in the Product Backlog to the level needed.
* Communicated regularly with all stakeholders including sales, marketing, customer service, and company leadership.
* Led daily stand up meetings with development team to track progress and even capturing impediments of team members and assisted them in removing impediments.
* Protected development team from outside distractions, impediments or team conflicts
* Prioritized resolution of defect/bugs as major initiatives while maintaining focus on product backlog.
* Led sprint planning meeting with development team to prioritized user stories on the sprint according to the Roadmap.
* Worked with Development team to understand complex structured business needs and create user stories to understand business solutions.
* Created user stories in JIRA and created and managed the task associated with the respective user story by being in regular communication with the development team.
* Worked with the product manager to create detail wireframes for the website pages using Lucid chart & Balsamiq
* Be present for the team, empowering team members and fostering an inclusive team culture.

**Agile Business Analyst**  March 2019 — May 2020 *HireWorks*

* Successfully gathered business and functional requirements by interviewing all actors/stakeholders.
* Worked with other business team members and Co-founder of the company to dig in requirements needed for customer demands.
* Created user stories by collaborating with Scrum master and Web development team.
* Actively worked with development team to overcome shortcoming and prioritizing incorporation of forward-looking feedback.
* Acted as subject-matter expert for the development team.
* Documented business and non-functional requirements through a variety of techniques including user stories, use cases, story maps, data modeling, process flow modeling, screen mockups, report mockups etc.
* Conducted QA testing to ensure product meets requirements.
* Assisted Scrum Master and manager with communication to stakeholders and management. Acted Scrum Master when needed, organizing daily standup and retrospectives.
* Created user stories in JIRA and created and managed the task associated with the respective user story by being in regular communication with the development team.
* Worked with the product owner to create detail wireframes for the website pages using Lucid chart & Balsamiq
* Defined solid acceptance criteria to the user story and helped QA to write test cases.
* Acted as a liaison between development team, stakeholders and Scrum master to maintain requirements and determine user needs.

**Business Service Analyst** July 2018 — March 2019  
*Compass Group*

* Analyzed customer service department's operations and provided recommendations to improve productivity and customer satisfaction.
* Used various data such as customer satisfaction report, surveys and complaint logs to represent status graphically.
* Worked with a team to define Planning stage of Project Life Cycle, scope communication, resources, risk and quality management.
* Responsible for optimizing business performance to help achieve company goals.
* Responsible for organizing and analyzing data from the given data sources, recommended on the latest sales and presented improvements to support retail.
* Worked closely with subject matter experts, marketing and management teams to develop and implement plans.
* Worked around a motivated team, acted as a liaison between technical teams and business teams of client by covering all needs to deliver profitable volume before assigned time.
* Responsible analyst for training employees in new processes and strategies to help with sales improvement.

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| Internships  Business Data Analyst at Samrat Group, Nepal (Internship). May 2018 — June 2018  Got international exposure by studying advance version of PLC, reporting the future predictions to managers and extraordinary leaders.  Data Analyst at Steel Authority of India Limited, IND (Internship) March 2018 — May 2018  Got industrial exposure, observed and interpreted Programmable Logic Controller (PLC) with the help of Tableau tool for steel production making predictions about its future direction.  Data Engineer at Steel Authority of India Limited, IND (Internship) January 2018 — March 2018  Got the first exposure of tools such as R, Tableau and SQL creating pro bono data to help clients in future building techniques. |
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**EDUCATION**

Master’s in information systems, University of Melbourne, VIC

Bachelor’s in computer science, SRM University, IND

**REFERENCES**

**Vivek Khattri** (Co-Founder) from HireWorks.us

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**Swarnika Kumari** (Senior Data Engineer) from Loup, Melbourne

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