Khush Deepak Satra

Business Analyst | PSPO & PSM Trained | Agile Delivery | Enterprise & Public Sector Systems |Mumbai, India
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PROFILE:

Business Analyst with 3+ years of experience delivering enterprise-scale digital systems across Insurance, Public Sector, FMCG, and Pharmaceutical domains. Proven ability to collaborate with cross-functional technical teams, document complex system workflows across the SDLC, and support testing, validation, and release readiness for platforms serving 100K+ users. Actively working in Product Owner aligned responsibilities including backlog ownership, prioritisation, stakeholder collaboration, and value-driven delivery, and open to Business Analyst or Product Owner opportunities.

SKILLS:

- **Product & Agile Delivery -** Product Backlog Management and Refinement, Requirements Prioritisation, User Stories & Acceptance Criteria, Stakeholder Workshops, Agile & Scrum, Sprint Monitoring and Release Planning, Dependency Management , UAT, Release Validation, Change Management, Traceability Matrix.
- **Business Analysis & Delivery –** BRD, FRD, SRS, Process Mapping (As-Is / To-Be), Gap Analysis, Functional Design, User Workflows, System Documentation, Stakeholder Management, API & System Integrations, Non-functional Requirements
- **Tools & Technologies -** Jira, Confluence, Power BI, Tableau, Salesforce, Excel, Figma, Balsamiq, Visio, Draw.io, Miro, SharePoint, UML.
- **Certifications -** PSM | PSPO, CBAP Trained - Business Analysis Certified Professional, Agile Business Analysis.
- **Languages -** English (Proficient), German (Beginner), Hindi (Proficient), Gujarati (Native).

WORK EXPERIENCE:

Business Analyst, Kellton Tech – LIC of India HRMS Project , India.   **December 2024 – Present**

- Led end-to-end requirements elicitation, analysis, and functional design for 4+ core HR modules (Employee Grievance, Engagement, Leave, Attendance) on the PeopleStrong HRMS platform, supporting 100K+ users.
- Facilitated requirements workshops, stakeholder interviews, and working sessions with government stakeholders, SMEs, and technical teams to elicit, define, and prioritise business requirements.
- Documented BRDs, FRDs, user stories and functional specifications, enabling standardised implementation and reducing manual workflows by 60%.
- Designed 20+ interactive HTML-based wireframes and prototypes to translate business requirements into clear, build-ready functional views, enabling developers to understand expected system behaviour and build outcomes (As-Is / To-Be).
- Acted as a Product Owner proxy, supporting backlog grooming and feature prioritisation to ensure timely delivery and maximum user impact within Agile sprints.
- Spearheaded UAT planning and test case creation for HRMS project, increased test coverage by 25% and identified critical system flaws, preventing potential data breaches before production release.

Business Analyst – Graduate Program, Munich RE, Dublin, Ireland   **March 2023 – September 2024**

- Supported automated underwriting and data integration initiatives by analysing business requirements and coordinating across product, and technology teams.
- Designed and built Power BI dashboards to track ARR, licensing costs, renewals, and performance KPIs, enabling clear visibility and data-backed decision-making for senior stakeholders.
- Led a Salesforce data integration initiative combining internal and market research data, generating 1,400+ high-potential customer leads.
- Developed demo frameworks, KPIs, and performance metrics, contributing to 2x revenue potential for an existing insurance product.
- Presented data-driven insights and recommendations to senior leadership and C-suite stakeholders, while analysing business processes to identify inefficiencies, bottlenecks, and automation opportunities.

EDUCATION:

Master's in International Business   **September 2021 – November 2022**
Maynooth University - Grade 2:1
Sole awardee of a taught master's scholarship worth €5000 in my course batch, based on previous academic merit.

Bachelor's in Management Studies   **June 2017 – July 2020**
University of Mumbai - Grade 9.85/10
Awarded scholarship across all 3 years based on exceptional academic potential and performance.

AWARDS AND ACHIEVEMENTS:

- IR 1 in Semester 4 during graduation and in the top 10% of class during all other semesters.
- Elected as an International Student ambassador during masters working closely with admissions offices to guide upcoming students.