

Utsav Trivedi

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SUMMARY

- Over 3+ years of experience in Business Analysis (BA)/Product Owner (PO) roles.
- Experience in IT projects delivery using SDLC – Waterfall, Agile and Scrum methodologies.
- Facilitating Joint Application Development (JAD) sessions, workshops, and understating business user need for product.
- Experience in writing Business Requirements Document (BRD), User stories, Functional Requirement Document (FRD) and System Requirement Specification (SRS); proficient in creating Business Process Modelling and Notification (BPMN) diagram.
- Experience in defining traceability matrix, analysing bugs, interaction with QA team members in fixing errors, performing system testing and UAT.
- Strong understanding of application systems, and the ability to quickly learn new software solutions.
- Detail-oriented with exceptional time management, change management, stakeholder analysis, relationship management, conflict management and organizational skills.

TECHNICAL SKILLS

- **Business Applications:** MS Office Suite (Excel, Word, PowerPoint, Outlook), MS Project, AD, CRM System, ERP, Lead Generation Tools, Sales Cycle System
- **UML:** MS Visio
- **Testing Tools:** JIRA
- **Domain:** Hospitality, Real Estate, Retail
- **Frameworks:** Agile and Waterfall
- **Documents:** RACI Matrix, BRD, SRD, FRD, Process Flows, Data Flows, User Stories, Change Requirement Forms, Training Manuals

PROFESSIONAL EXPERIENCE

Product Owner

May 2021 – Dec 2022

BLUEGREY TECHNOLOGY / UPRISE TECHNOLOGY., Vadodara, India

- Collaborating with business users to understand their needs and translate them into product requirements.
- Managing and prioritizing product backlog for epics, features and user stories.
- Overseeing all stages of product creation including design and development.
- Grooming business and stakeholder's requirements in user stories.
- Participating in scrum meetings and product sprints.
- Assisting team in testing applications before delivery.
- Conducting user acceptance test session with stakeholders.
- Ensuring that solutions offered to the client comply with company policies and regulatory requirements.

Business Analyst

Sep 2018 – Mar 2021

AKSHAR SHANTI REALTORS PVT LTD, Mumbai, India

- Conducted requirement workshop sessions and user interviews with construction managers to coordinate to gather functional and non-functional requirements of the system, and creation of user stories.
- Provided strategic support in development of detailed project plans, scoping documents, work assignments and target dates.
- Designed process work-flow (BPMN) including integration with allied application displaying the mode of integration using MS Visio.
- Documented current processes, frameworks, created data flow diagrams, functional requirement documents (FRD), procedures and Job Aids. Created and updated Business Information Model documents.
- Validated Approach document shared by development team for projects/change requests and obtained business concurrence for development.
- Created test scenarios and user interface documents to support requirements and user acceptance test plan (UAT) documents.

OTHER EMPLOYMENT EXPERIENCE

Customer Service Assistant **7 Eleven, Sydney, Australia**

Oct 2014 – Jul 2018

- Ensuring a high level of customer satisfaction through sales service.
- Greeting up to 600 customers and assisting them as and when required per shift.
- Arranging online orders of stock in the absence of manager.

Assistant Business Analyst **AUSSIZZ GROUP, Sydney, Australia**

Oct 2017 – Jan 2018

- Conducted requirement workshop sessions and user interviews with end user to coordinate to gather functional and non-functional requirements of the system.
- Documented current processes, frameworks, created data flow diagrams, functional requirement documents (FRD), procedures and Job Aids. Created and updated Business Information Model documents.
- Created test cases and user interface documents to support requirements.

IT Service Desk Analyst **REXEL HOLDINGS AUSTRALIA, Sydney, Australia**

May 2017 – Jul 2017

- Install and upgrade hardware and software components.
- Provide technical solutions and troubleshooting services on need basis.
- Administrate MS Active Directory accounts and groups.

IT Support Staff Member **PATH I.T., Sydney, Australia**

Jan 2016 – Aug 2016

- Monitoring and maintaining computer systems and network
- Providing support, including procedural documentation and reports
- Install, upgrade, support and troubleshoot Windows OS

EDUCATION & CREDENTIALS

- Masters of Information Technology
Charles Sturt University, Sydney, Australia 2016
- Bachelor of Arts (Economics)
Mumbai University, Mumbai, India 2012