Prachi Trivedi

Business Analyst

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Summary

Business Analyst with nearly 1 year of experience and 4.8 years in customer-facing roles, skilled at turning real-world insights into actionable solutions. Adept at bridging business needs with data-driven strategies to improve operations and user experience.

Work Experience

Business Analyst   Apr 2024 - Mar 2025

CodeCrafter IT Solution | *Remote, Canada*

- Led requirement sessions for 10+ Agile projects, mapped workflows, authored test cases, supported UAT, and maintained traceability.
- Collaborated cross-functionally to reduce delivery friction by 18%, manage risks, and drive change readiness.
- Ensured stakeholder alignment, escalated blockers, and validated post-deployment success across major releases.

Sr. Business Development Executive [Business Analyst (Data Systems)]   Apr 2021 - Nov 2023

VAP Group | *Vadodara, India*

- Spearheaded Salesforce CRM transformation across 3 departments, boosting lead management by 12% and defined KPIs and built executive dashboards in Excel.
- Led stakeholder interviews, ROI analysis, and training efforts.
- Created functional documents for RFP responses and enhanced workflow governance, ensuring alignment, adoption, and measurable business impact.
- Employee of the Month Award: Sept 2022 & Jan 2023

Business Development Executive [Strategy & Operations Analyst]   May 2019 - Oct 2020

Capermint Technologies Pvt Ltd | *Ahmedabad, India*

- Conducted gap analysis and feasibility studies for 12+ web/apps.
- Prioritized backlog items co-led Agile ceremonies and conducted stakeholder demos.
- Created BRDs, user stories, and flow diagrams; supported test design and traceability tracking, and structured RFI responses for pre-sales engagements.
- Employee of the Month Award: Oct 2019
- Discipline Employee of the Month Award– Punctuality & Accuracy: June 2020

Business Development Executive   Sep 2018 - May 2019

Stegowl Media Labs LLP | Ahmedabad, India

- Mapped business process flows and documented requirements for B2B product expansion. Proposed automation solutions and collaborated with development teams for seamless implementation.
- Built Excel-based dashboards to monitor KPIs, improve team visibility, and assist in decision-making.

Core Skills

Requirements gathering, User stories, UAT, Gap analysis, Process mapping, Agile/scrum, SQL, Excel, Power BI, ROI Analysis, KPI dashboards, Confluence, JIRA, Salesforce, Lucidchart, Visio, Figma, Stakeholder communication, Critical thinking, Cross-functional collaboration

Education

Conestoga College   Jan 2024 - Apr 2025

Post Graduate Mobile App Development

GPA: 3.76

GLS University   Jul 2016 - May 2018

Master Computer Application Development

GPA: 3.75

Gujarat University   Jul 2013 - May 2016

Bachelor Computer Application Development

GPA: 3.16

Certificates

Microsoft Business Analyst Professional Certificate (Coursera**)**	Apr 2025
SQL for Data Science (Coursera**)**	Apr 2025
Google Project Management: Professional Certificate (Coursera**)**	Mar 2025
Communication Skills: Become Clear, and Concise (Udemy**)**	Dec 2024
Fundamentals of Digital Marketing (Google Digital Garage**)**	Sep 2019

Additional

- Start Date: Available to start immediately