# SKILLS

Prachi Trivedi

**Business Analyst**

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* Business Analysis & Functional Documentation: Requirements Elicitation, Gap Analysis, As-Is/To-Be Process Mapping, Stakeholder Workshops, Feasibility Studies, Functional Specifications, Traceability Matrix, Use Cases, User Stories, Impact Assessments, Change Enablement, UAT Support
* Data & Reporting: SQL, Power BI, Excel (Advanced), KPI Tracking, ROI Analysis, Data Governance Concepts (Collibra Awareness)
* Industry & Tools: Salesforce CRM, JIRA, Confluence, Lucidchart, Figma, Microsoft Visio, SDLC, Agile, Scrum, Telecom CRM Knowledge
* Frameworks & Methodologies: Agile, Scrum, SDLC, User-Centered Design, RFI/RFP Response Support, Risk Identification & Escalation
* Process & Communication: Business Process Design, Customer-Facing Communication, Solution Lifecycle Support, Cross-Functional Collaboration, Testing Support, Post-Go-Live Validation, Documentation Review
* Soft Skills: Client Engagement, Analytical Thinking, Conflict Resolution, Cross-Functional Collaboration, Communication

# PROFESSIONAL EXPERIENCE

## IT Business Analyst

[Code Crafter IT Solutions](https://codecrafteritsolution.com/)- Remote, Canada

Apr 2024 – Mar 2025

* Led requirement-gathering workshops with internal stakeholders across 10+ Agile telecom and software projects.
* Elicited and documented detailed business requirements and translated them into functional specifications, use cases, and user stories.
* Created end-to-end process flows (Lucidchart) and performed gap analysis, enabling future-state design and reducing delivery friction by 18%.
* Acted as a functional SME during UAT, defect triage, and post-deployment rollout, ensuring traceability using a maintained matrix.
* Collaborated with product owners, solution architects, and technical analysts to align solution delivery with business needs.

**Sr. Business Development Executive -** Functioned as Business Analyst (CRM & Data Systems)

[VAP Group](https://www.vapgroup.co/) – Vadodara, India

Apr 2021 – Nov 2023

* Spearheaded Salesforce CRM enhancement across 3 departments; increased lead throughput by 12%.
* Conducted ROI analysis, stakeholder interviews, and change impact assessments to support CRM process implementation.
* Delivered business requirement documents (BRDs), facilitated gap assessments, and led post-implementation feedback loops.
* Supported solution lifecycle from requirements gathering to training and production rollout.

**Business Development Executive -** Functioned as Strategy & Operations Analyst

[Capermint Technologies Pvt Ltd](https://www.capermint.com/) – Ahmedabad, India

May 2019 – Oct 2020

* Delivered feasibility studies and current-state evaluations for 12+ web/mobile products; performed backlog prioritization.
* Collaborated with technical teams to define solution scope and create detailed BRDs, user stories, and business process flows.
* Participated in Agile ceremonies and supported pre-sales documentation, including RFP and RFI responses.

## Business Development Executive

[Stegowl Media Labs LLP](https://stegowl.in/) - Ahmedabad, India

Sept 2018 – May 2019

* Documented business requirements and facilitated As-Is/To-Be mapping for multiple platforms.
* Used Excel dashboards and KPIs to track campaign performance and inform strategic decisions.

# ACHIEVEMENTS

* **Employee of the Month (VAP Group): Sept 2022 & Jan 2023**
* **Employee of the Month (Capermint): Oct 2019**
* **Discipline Award – Punctuality & Accuracy: June 2020**

# CERTIFICATIONS

Entry Certificate in Business Analysis (ECBA - IIBA) – In Progress Jul 2025 (Expected)

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

Web Development Course (HTML, CSS, JS) (Udemy) Mar 2024

Fundamentals of Digital Marketing (Google Digital Garage) Sept 2019

# EDUCATION

**Postgraduate Diploma in Mobile Solutions Development| GPA – 3.76** Jan 2024 – Apr 2025 Conestoga College, Waterloo, ON, Canada

**Master of Computer Application |GPA – 3.75** July 2016 –May 2018

GLS University, Ahmedabad, India

**Bachelor of Computer Application |GPA – 3.16** July 2013 – May 2016 Gujarat University, Ahmedabad, India