

**Neha Mishra**

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An astute professional with an upheld history of working in the information technology and services industry. Skilled in Project Management, Requirement Gathering, SRS Compliance, Project flow making, Coordination with development team and Client handling. Strong information technology professional with a Bachelor of Technology (B.Tech.) focused in Electronics and Communications Engineering from UP Technical University.

## EDUCATION

**MBA – ABV-IIITM, Gwalior**

**2011-2013**

**B.Tech – U. P. Technical University**

**2005-2009**

## PROFILE OVERVIEW

- **Having 5+ years of experience as a Business Analyst.**
- **1.5 years of experience in education field.**
- Excellent working knowledge on Data Analysis, Integration and Reporting
- Comprehensively prepared reports by using **MS SQL Server** and **Microsoft Excel**.
- Knowledge of **SSMS** for report generation in MS SQL.
- Managed multiple projects from inception to launch using **Agile methodology**,
- Proficient in creating business requirement document (**BRD**), functional specification document (**FSD**), **use cases**, **user stories** and **UML diagram**
- Adept to Project Management tools like **JIRA** and **TFS**

## WORK EXPERIENCE (5+ years)

**Business Analyst**

**P2P System Pvt. Ltd.**

**Jul 2018 – Present**

- Created project proposals for the current and future projects of the company,
- Created business and technical documents like SRS, FRS, SDD, SOP, system and business use case,
- Collaborated with technical, production and business teams to ensure complete SDLC implementation,
- Interacted and coordinated with the technical team and the client to create traceability of requirements along with activity diagram, process and flow charts,
- Coordinated/ followed up with the departments and clients to provide regular status reports to internal management and external clients.

**Business Analyst**

**National Informatics Centre**

**Nov 2013 – Dec 2017 and Apr 2018 – Jul 2018**

On third party payroll of following companies:

IAP Company Pvt. Ltd.

Nov 2013 – Mar 2015

Velocis Systems Pvt. Ltd.

Apr 2015 – Dec 2016

Silver Touch Technologies Ltd.

Jan 2017 – Dec 2017

Velocis Systems Pvt. Ltd.

May 2018 – Jul 2018

- Involved in all aspects of business development for the project including current as well as future business development,
- Daily training of chatbot through Dialogflow,

- Text design and prompts rephrasing for the chatbot through Dialogflow,
- Data coordination, analysis and risk reporting,
- Collaborated with technical, production and business teams to ensure complete SDLC implementation,
- Created business and technical documents like **SRS, FRS, SDD, SOP**, system and business use case,
- Interacted and coordinated with the technical team and the client to create traceability of requirements along with activity diagram, process and flow charts,
- Coordinated/ followed up with the departments and clients to provide regular status reports to internal management and external clients.

### **Projects:**

#### **1. eTaal: ELECTRONIC TRANSACTION AGGREGATION AND ANALYSIS LAYER**

eTaal portal ascertains the objective of providing overall view of e-Services delivered nationwide under numerous e-Governance applications executed, including Mission Mode Projects.

#### **2. DIGITAL PAYMENT DASHBOARD**

Digital Payments Dashboard is an electronic dashboard for providing a real-time aggregated view of financial transactions being performed across various banks and alternate financial institutions in India.

#### **3. CCBS: Cooperative Core Banking Solution**

Cooperative Core Banking Solution (CCBS) is a comprehensive and integrated core banking solution, addressing all the banking requirements in easy-to-configure modules.

#### **4. VANI: Virtual Assistant of NIC**

VANI is the virtual assistant of NIC which conducts a conversation via textual methods.

### **MBA Internship**

**HCL Infosystems Pvt. Ltd.**

**May 2012 – Jun 2012**

- Operations Management of VAS Services

### **Lecturer**

**HR Institute of technology**

**Jan 2010 – Jun 2011**

- Delivered lectures on core Electronics subjects like Digital Signal Processing, Signals and System and Microprocessors

### **HOBBIES & ACHIEVEMENTS**

- Watching Movies, Reading, Listening Songs, Travelling etc.
- Coordinated the fashion show 'Parivesh' in the cultural fest Aurora at ABV-IIITM.
- Winner of Prashnotri Pratiyogita in Hindi Pakhwara, organised at ABV-IIITM, Gwalior.
- Member of college event organizing team like feasts in HR Institute of Technology, Ghaziabad.