**Devshi**

[**system.art001@gmail.com**](mailto:system.art001@gmail.com)

**Summary**

IT Business Analyst with more than 5years experience in thePharmaceutical, Travel and Manufacturing industries. Strong experience in Software Development Life Cycle (SDLC), Agile and SaaS methodologies Involved in account management, change management, customer interaction, system modernization, documentation, testing and process flow mapping.

**Technical Skills & Tools**

Business Analysis, Requirements Gathering and Analysis, Process Flow Mapping, GAP Analysis, Project Management, Operations Management, Documentation, Waterfall Methodology, Agile, Testing

Software/Tools: Visio,Functional ERP, SharePoint, ServiceNow, Bugzilla, Testlink, PMSmart, SVN, Jira, SQL, XML, UML

**Professional Experience**

**Business Systems Analyst** *Chicago, USA*January 2018-April 2018

**Takeda Pharmaceutical**

*Involved in planning and implementation of a new global Identity Governance Access Management project for onboarding and offboarding usingAgile methodology*

* CreatedBusiness Requirements Documentation (BRDs)such as Use Cases, Visio diagrams, Test Scripts and other Reports to determine efficient workflows for the organization
* ConductedUAT testing and created test scripts and collaborated with relevant teams and vendors for analysis and implementation of fixes and upgrades
* Involved in weekly Requirements Gathering meetings and Process Improvement meetings with our partners and created a database of enhancements and requirements in the team SharePoint folder.Changes were also recorded in a dedicated Excel document and Visio diagrams, which were used by the Development team to implement changes.
* Solved tickets using MyAccess and Active Directory (AD), ServiceNow and other databases and created a knowledge base for future resolutions using ServiceNow and Active Directory

**Business Systems Analyst** *Chicago, USA*July 2017-November 2017

**AbbVie Inc.**

*Worked with global IT Infrastructure and the internal data extraction tool (DMT) for creating lists/reports and analyzed data for Project Managers*

* Performed data analysis, user quarantine, deployment management, and problem management to support enterprise wide IT infrastructure and release management initiatives including Internet Explorer 11. Cognos, Identity Finder, and Catalyst 43
* Conducted Data Analyticsusing V-Lookups for various legacy systems of AbbVie to attain relevant data of users for installation of new software or upgrades
* Leveraged Access, Excel, Visio, PowerPoint, Word, Active Directory and SharePoint for day-to-day activities
* Conducted requirements analysis via meetings with team members to address issues of process flow, documented them to convertinto functionalities
* Authored release management procedure documentation and deployment management user guides for customers
* Presented updates and changes to the larger organizational teams during regional meetings

**Business Analyst** *Chicago, USA*January2017–June 2017 **Rondevoo** (Start-up) *Providing Business Analyst services for start-ups.Conducting Market Analysis, Data Analysis, Consumer Research, Documentation, Product Design, Financial Modelling for the travel industry*

* Conducting market analysis, competition analysis and business analysis for viability of project in present economyby way of creating questionnaires/surveys and researching present consumer trends
* Evaluating best technology and design for company websiteand creating documentation of requirements

**Business Analyst** *Chicago, USA* *February 2016* –*June 2016*

**Navikan Inc.** (Short term contract position)

*Business Analysis, Business Development, Digital Marketing, Technology Change, and Account Management activities in B2B diamond industry using Agile methodology*

* Evaluated and commissioned new systems to improve productivity and efficiency
* Mapped out processes, created technical documentation and standardized on-boarding process by creating training documents and demonstrating processes to new employees
* Identified potential clients and established relationships by communicating firm capabilities and experience
* Maintained and built relationships with over 50 current clients of the organization and achieved targeted sales goals
* Created marketing documents with product information and company information for our clients

**Business Analyst** *Denver, USA**April 2015 – September 2015***HCL Technologies**

*$64,000,000 SaaS driven WyCAN Government project led by a team of 110 people for modernization and transformation of Unemployment Insurance (UI) services and integration of UI tax, claims, benefits, and appeals using Waterfall methodology using the iGovern system for the states of Wyoming, Arizona, and Colorado*

* Conducted GAP sessions with a team of 6 stakeholders in collaboration with the Lead for requirements analysis, process flow mapping, work flow management and facilitated in identification of over 500 GAPs which were implemented in the system and assisted in change management
* Documented and updated client requirements into BRDs, Use Cases, Storyboards, Supplemental Specs and related business documents for client review and walkthrough
* Tested the product and ensured accuracy in process flows, business rules, change implementation and defect corrections and ensured adherence to client requirements as mapped out in SBs, UCs, and SSs
* Conducted User Acceptance Testing (UAT) in collaboration with the product development team

**Jr. Business Analyst***Mumbai, USA February 2013-February 2015*

**Shubhada Polymers Pvt. Ltd.**

*The company is engaged in manufacturing switchgears and other components for the polymers industry. Key responsibilities included:*

* Analyzed project requirements and firm strengths and allocated resources accordingly using ERP system
* Sourced and received contracts from international clients for switchgears and other manufacturing equipment
* Prioritized delivery schedules depending on availability and urgency of client orders in coordination with the export, logistics, and manufacturing and design teams
* Communicated with manufacturing team for client orders of parts/equipment and tracked their progress to ensure timely delivery in adherence to export order contracts

Conducted cost benefit analysis, competitive and industry analysis, including market sizing and detailing opportunities for company growth and presented findings and results to Management