

Nikhita Chawla

-Email me on Indeed: <http://www.indeed.com/r/Nikhita-Chawla/fcfdc2ba9e74d1d8>

- Certified Business Analyst and certified SCRUM Master with 9+ years' experience in the Retail, Ecommerce and real estate domains.
- Led a team of 8-15 members, with knowledge in Waterfall and on Agile methodologies, following end client's processes.
- Experience of complex agile projects using JIRA, Confluence, Smartsheets, Gsuite
- Excellent experience with defining and scoping business areas, eliciting requirements, identifying solutions and verifying that the proposed solution meets the requirements.
- Focused on delivery with an agile mindset, applying agile principles and practices
- Strong soft skills which empower in stakeholder engagement, empowering people influencing, negotiation, conflict management, empathy, awareness of norms and expectations.
- Experienced in Scrum Practices like User Stories, Story Slicing, Backlog Grooming, Release Planning, Sprint Planning, Sprint Review and Sprint Retrospective.
- Excellent experience in supporting the product manager in maintaining the product backlog and scheduling next release.
- Excellent experience in conducting weekly sprint planning meeting with the developers and quality assurance analysts to review user story, assign story points and assign cards to a respective sprint.
- Good emphasis on Sprint Planning, Sprint Review and Retrospective meetings.
- Experience in using MS Office extensively (Word, Excel, Visio, Power Point, Outlook, and Project) for calculations, graphs, analysis, presentation and documentation throughout the project.
- Experience writing complex SQL queries and prepared custom reports and performed SQL query, data analysis and verification on MS Excel.
- Experience in creating generic Business Analyst documents like Business Requirements Document (BRD), Requirements Traceability Matrix (RTM), Project Scope etc.,
- Strong presentation skills and ability to tailor presentations towards different functional areas of business.
- Experienced in working with Cross Functional Teams and interacting with all levels of management for requirements, resources and project status and delivering custom applications in phases.

Work Experience

Sr. Business Analyst/ Scrum Master

Cybage Software - NJ

August 2019 to Present

Project 1 - Building a customized CRM for our real estate/coworking space client in multiple phases for various departments including Sales (customer management), Finance(invoices), Operations (plan revisions, occupancy dashboards) and Legal(agreements).

- Participated in gathering and analyzing of business requirements by means of Comps, workflow analyses (MS Visio) and facilitated discussions with users.

- Translated users' business requirements into detailed functional designs for development, testing and implementation.
- Prepared detailed specifications using case statements and related documentation.
- Identified and communicated risks and issues impacting business rules, functional requirements, and specifications.
- Participated in managing the scope of applications and related changes.
- Assisted quality assurance with functional test case reviews.
- Collaborated with stakeholders on the evaluation of the feasibility, effort, and costs to implement requirements, uploaded using Sharepoint.
- Participated in the creation of training materials and may assist with user orientation and training.
- Interacted with internal and external peers and managers to exchange information related to areas of specialization.
- Served as a liaison between engineering, quality assurance, DevOps and non-technical stakeholders during the development and deployment process.
- Effectively resolved problems and roadblocks before they occur.
- Mentored less experienced members of the team.
- Coordinated with multiple teams to create weekly status report to present it to executive.

Environment- Agile-SCRUM, MS Office, JIRA, Confluence, Sharepoint, MS Visio, Microservices

Project 2 - Enhancing an already implemented platform Inventory management application built inhouse by a Retail client (integrated with POS)

- Created Detailed Functional Specifications based on the high-level requirements, Defined Project Scope and created Business Requirements Document (BRD).
- Led and Utilized AGILE Scrum work-streams to deliver complex software development and integration projects.
- Gathered and articulated System Requirements from User Interviews and Synthesis those requirements into technical specifications-Waterfall Methodology.
- Worked on Business System Modeling of Inventory management modules and converting the BPMN diagrams into user guides assisting training team using Bizagi modeler.
- Worked on the inventory management enhancements and status of clients in the inventory system. Primarily responsible for testing the enhancements effort and then translating them to system requirements post business approval. End to end data flow using Azure.
- Conducted walk through sessions for Business Requirement Document (BRD) and Use Cases to discuss certain issues with stakeholders, architectures, and design & development teams and performed GAP Analysis.
- Organized and conducted Joint Requirements planning sessions (JRP) as a facilitator to gather requirements from the Business User. Facilitated Joint Application Development (JAD), and Rapid Application Development (RAD) sessions when needed.
- Worked with Enhancements released from Misys on different modules in inventory management system
- Tracked defects using Bug tracking tool Jira and ticketing system Service Now.
- Responsible for the delivery of Functional Requirements Documents (FRD) within project timelines.
- Conducted many informal sessions to develop an architectural solution to confirm that the application meets the business requirements, resolved open issues, and handled change management requests.
- Analyze Business Requirements and created Use Cases, Use Case Diagrams, Navigation Flow, Business Flow Diagrams and Workflow Diagrams for applications and created Activity Diagrams using MS Visio.
- Responsible for requirements analysis, data mapping, migration & analysis and writing complex rules to migrate data.

- Design and develop Process flows, business design specs, Wireframes, Data flow design and data conversion specifications.
- Analysis of functional and non-functional categorized data elements for data profiling and mapping from source to target data environment. Developed working documents to support findings and assign specific tasks.
- Created logical data model from the conceptual model and its conversion into the physical database design using Erwin.
- Regularly interacted with the Testing team for executing the Test Plans, providing Test Data, creating Test Cases, and resolving issues upon detection of bugs and collecting the Test Metrics.

Environment – Agile SCRUM, Waterfall, JIRA, Confluence, Rally, UML, Wireframes,

Erwin, Selenium, Azure

SCRUM Master

May'2015 – July'2019

Cybage Software, NJ

Ecommerce Vertical – New clients

- As a Scrum master for multiple teams, facilitated planning, stand ups, demos, retrospectives and the execution of sprints. Removed blockers and always found the path forward in challenging situations
- Worked to promote transparency across teams and stakeholders in SAFe environment by publishing team performance, making teams committed and accountable to deliverable and ensure team follows agile principles.
- Experienced in working closely with Product Owner to break down the features and assisted in developing user stories and Acceptance Criteria.
- Ensured that user stories are following INVEST criteria and acceptance criteria is written in Gherkin format.
- Actively participated in the roadmap sessions with the product owner to identify the PI Objectives.
- Played a vital role in the Product Increment Planning (PI) to carry out dependency mapping to deliver key project milestones after respective sprints.
- Helped the development team to understand the AS-IS and TO-BE business workflow to provide quality MVP's.
- Facilitated backlog grooming sessions with the development team to refine the user stories and re-define the dependencies with the help of the lead BA. Gathered data using Azure.
- Coordinated all Scrum Ceremonies including Sprint Planning, Daily Standups, Sprint retrospectives, Sprint Demos, Story Grooming, and Release Planning.
- Coaching and mentoring other Scrum Masters on our program team. Partnering to ensure that our ways of working are consistent across teams.
- Applicable knowledge of the technologies used by the team. Scrum as an asset strong knowledge of all the concepts tasks, backlog tracking, burn-down metrics, velocity, user stories
- Designed Test Plans and Test Cases for User Acceptance testing (UAT) with the help of QA teams.
- Used complex SQL queries to extract and validate the data from the Eligible Members database.
- Extensively interacted with the developers and testers to ensure functional/technical implementation of business requirements and QA Team in executing Test Plans, Test Scenarios, and Test Cases.
- Delivered Minimal Viable Product (MVP) as per the deadlines and pushed into Product backlog Increments (PBI's) got appreciations on with senior management on timely delivered sprints.
- Conducted User Acceptance Testing (UAT) in Sprint Review and made sure the user stories are moved into Incremental Backlog.
- Used Jira monitored KPIs to assess the team's performance every sprint.

- Attended the Triage calls to identify the defects to effectively log them and prioritize as per requirement.
- Created and developed canned and ad-hoc reports to deliver progress reports to the product owner so that performance evaluations of meeting business requirements could be managed effectively.

Business Analyst

Burlington

April 2023 to June 2023

Fabcoders

Project: Retail analytics- Support business areas including Merchandising,

Allocations, Marketing, IT and Supply Chain Analytics teams with insights gained from analyzing Burlington and external data by bridging the technical expertise of data scientists with the operational expertise of business consumers

- Developed relationships with business teams to help them understand the value of analytics and organically build the analytics demand pipeline
- Helped business leaders craft questions to generate maximum value using analytics
- Helped data scientists/business teams write those questions into user stories;

Translated business questions and goals to data scientists and help them design the analytics solutions

- Translated the analytics solutions back to the business to ensure its actionable and business can drive value from those insights

- Helped track benefits of these insights to leadership to drive adoption; Manage analytics score card and help it become a leadership tool to drive value

- Assisted in bringing Data + Design concepts to bring empathy to data; Bring data analytics story telling best practices to the team

- Became a data SMEs with time to help expedite analytics problem solving

- Helped with analytics use case prioritization and build prioritization framework over time

Environment – Advanced Excel, MS Word, MS Project, My SQL, Tableau, Agile-SCRUM,

Wireframes, UML, Confluence

Education

Bachelor's in Engineering

JSPM's Imperial College of Engineering securing

Skills

- Reporting Tools: Tableau, MS Office Suite, Splunk
- Modelling Tools: Mockups, Wireframes, ER Diagrams
- Testing Tools: Selenium
- Databases: Microsoft SQL Server, Oracle 9i
- Cloud Infrastructure: AWS, Azure
- Certifications: Agile Scrum Mastery: Full Project Simulation, Project Management
- PMP/PMI, Business Analysis Fundamentals (udemy)
- Waterfall
- Agile
- Waterfall-Scrum

- SAFe
- Kanban
- Unified Modeling language
- Microsoft Powerapps
- MS Project (v 2010, 2013, 2016)
- MS Office 365
- JIRA
- Confluence
- Rally
- Mockups
- Wire Frames
- ER Diagram
- Microsoft SQL
- Crystal
- XP
- DevOps
- MS Office
- JIRA
- Confluence
- Rally
- MS Word
- MS Excel
- MS Powerpoint
- MS Sharepoint
- MS Dynamics CRM
- MS Project
- MS Visio

Certifications and Licenses

PMP

PMI Certification

Certified Scrum Master