CONTACT

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EDUCATION

2025
Master of Science Project Management, GPA: 3.81 / 4.00
University of The Cumberlands, Plaster Graduate School of Business, KY

2020
Master of Science in Industrial and Systems Engineering, GPA: 3.64 / 4.00
Binghamton University, State University of New York, Watson School of Engineering

2016
Bachelor of Engineering in Instrumentation Engineering, GPA: 3.00 / 4.00
Mumbai University, Bharati Vidyapeeth College of Engineering, India

IT SKILLS

Softwares: JIRA, Confluence, MS Office Suite, Figma, MS Visio, Lucidchart, Draw.io, Power BI, Postman, HP ALM, Octane ALM, Microsoft SQL Server, Simio, Python, Julia, R, JQL, Balsamiq

CORE COMPETENCIES

Business Process Optimization
Requirements Elicitation
Agile Project Management
Stakeholder Engagement
Quality Assurance
Change Management
Risk Mitigation
Continuous Improvement
Data Analysis
Cross-Functional Team Collaboration

SOFT SKILLS

Adaptable
Analytical
Team Player
Detail-oriented
Communicator

SARVESH GIRISH DESHMUKH
Business Systems Analyst

Targeting to leverage deep expertise in business systems analysis, Agile methodologies, and stakeholder collaboration to drive strategic initiatives, enhance product delivery, and enable data-driven decision-making in a Senior Business Analyst, Product Owner, or Scrum Master role within a growth-focused and innovation-driven organization.

PROFILE SUMMARY

- Accomplished Business Systems Analyst with over 4 years of cross-functional experience in driving **end-to-end business solutions**, **requirements elicitation**, and **process reengineering across Agile (SAFe, Scrum)** and **hybrid SDLC environments**, primarily in the Telecom Domain.
- Proven track record of **accelerating project initiation by 50%** through streamlining elicitation and grooming processes, significantly enhancing delivery velocity and stakeholder satisfaction.
- **Expert at translating** complex business requirements into scalable solutions by **developing user stories, BRDs, BPMN models, wireframes,** and **Gherkin-based acceptance criteria** using JIRA, Confluence, and Visio.
- Exhibited leadership in managing stakeholder communications across **onshore-offshore models, mentoring junior analysts,** and **driving cross-functional alignment** in fast-paced, release-driven environments.
- Strong command **over pre-order/back-order campaign tooling**, **promotions engine**, and **agent-facing systems** within large-scale telecom architectures, ensuring timely feature rollouts with minimal defects.
- Experienced **in API validation, UI/UX testing,** and **data analysis** with tools like Postman, SQL, and Power BI to ensure quality delivery and informed business decision-making.
- Certified **Scrum Master with expertise in backlog prioritization (MoSCoW Technique), sprint planning, UAT coordination,** and **release management**, enabling seamless integration between product vision and technical execution.

CERTIFICATIONS

- Scrum Master (International Scrum Institute, 2021)
- Project Management Essentials (Binghamton University, 2021)
- Green Belt Lean Six Sigma (Binghamton University, 2019)

WORK EXPERIENCE

Business Systems Analyst, Cloud Data LLC, Knoxville, TN   **Aug'23 – May'25**
Client: Charter Communications – St. Louis, MO
Environment: SAFe environment, Scrum team, eTOM framework, MS Visio, Figma, MS SharePoint, JIRA, CHALK (Confluence), Octane ALM, Postman
Key Result Areas:
- Led requirements elicitation and analysis for in-house tools supporting ordering buyflow, account management, promotions, and billing processes in the Spectrum Mobile Line of Business.
- Delivered functional specifications for tools related to new device acquisition, BYOD, returns/exchanges, and pre-order/back-order campaigns to optimize agent-customer interactions.
- Facilitated end-to-end documentation including BRDs, user stories, BPMN diagrams, and UI wireframes using JIRA, Visio, and Figma in a SAFe Agile environment.
- Supported the Product Owner in backlog grooming and sprint planning, ensuring prioritization through MoSCoW Technique and adherence to Definition of Done.
- Conducted API testing with Postman and validated UI elements to assist QA and UX teams in finalizing seamless interfaces.
- Collaborated with architecture and billing teams to integrate third-party vendor systems and deliver scalable solutions for real-time customer engagement.

Highlights:
- Reduced business requirement gathering and grooming timeline by **50%, increasing project delivery efficiency** and enabling earlier development cycles.
- Migrated user stories from traditional use case format to Gherkin format and **trained over 5 junior analysts**, enhancing team-wide standardization and clarity.
- Accelerated QA defect resolution by **35% through prompt clarifications**, comprehensive acceptance criteria, and proactive stakeholder coordination.
- Enabled **KPI-driven decision-making** by contributing to SQL-based data validation workflows for video resolution tracking and business intelligence dashboards.
- Supported UAT processes and ensured release-readiness of key modules through structured test case reviews and defect traceability mapping.

Business Systems Analyst, Endeavour Technologies Inc., Chantilly, VA   **Nov'21 – Aug'23**
Environment: SAFe environment, Scrum team, eTOM framework, MS Visio, Figma, MS SharePoint, JIRA, CHALK(Confluence), HP ALM, Octane ALM, Postman

- Achieved a remarkable reduction in manual processing time by 30% through the identification of inefficiencies and the implementation of automation solutions for various promotional campaigns.
- Streamlined the requirements gathering and user story writing process, effectively cutting the initiation and grooming time from three weeks to just one week, significantly enhancing project efficiency.
- Acted as a crucial liaison between business, billing, and API teams, ensuring the timely delivery of three major integration projects, thereby enhancing operational effectiveness.
- Increased the speed of QA defect resolution by 35% through the provision of clear acceptance criteria and prompt clarifications during the testing phases.
- Successfully migrated acceptance criteria for all user stories from Use Case format to Gherkin format, training over five junior Business Analysts in the new methodology within a two-week timeframe.

Key Result Areas:
- Conducted requirement-gathering sessions using JAD, interviews, and document analysis to develop BRDs and user stories for the agent-facing order management system.
- Created BPMN diagrams for as-is and to-be workflows and facilitated process improvements based on GAP analysis aligned with eTOM standards.
- Translated business needs into actionable user stories with INVEST criteria and defined acceptance criteria in both use case and Gherkin formats using JIRA.
- Reviewed wireframes with UX teams and ensured accurate documentation of design changes in collaboration with cross-functional stakeholders.
- Partnered with QA and SIT teams to support test case creation, test execution, and UAT validation across sprint cycles.

Highlights:
- **Established a structured methodology** for writing user stories in **Gherkin format**, resulting in higher consistency and reduced onboarding time for new analysts.
- Improved **inter-team collaboration** and **data-driven reporting** by coordinating API integrations with the **Data Hub Team for Power BI dashboards**.
- Ensured seamless **defect migration** and **traceability** by managing the transition of test artifacts from **HP ALM to Octane ALM**.
- Actively supported **MVP development** and **successful delivery** of monthly bundled releases by aligning development priorities with business expectations.

Business Systems Analyst, Colsh Consultants LLC, Monmouth Junction, NJ   **Apr'21 – Oct'21**
Environment: Scrum - Waterfall Hybrid, JIRA, Confluence, MS Visio, MS Office, Balsamiq, Swagger, Postman, Power BI

Key Result Areas:
- Gathered functional and non-functional requirements through interviews, JAD sessions, and document analysis for HR and payroll system enhancement projects.
- Developed Business Requirement Documents (BRDs) and Functional Requirement Documents (FRDs) for multiple integration workflows including Oracle HCM Fusion, ADP Vantage, and Cartus-Fannie Mae.
- Created UML diagrams (Use Case, Activity, Sequence) using Draw.io to represent workflow logic and user interactions across modules.
- Collaborated with UI/UX teams to review and refine wireframes and mockups using Balsamiq for usability and process alignment.
- Conducted user story grooming sessions with development and QA teams to ensure accurate understanding and story point estimations.

Highlights:
- Enabled **visibility and traceability of business requirements** by maintaining comprehensive document repositories on Confluence.
- Strengthened QA support by assisting in **test planning**, **regression testing**, and **integration testing,** ensuring alignment with business use cases.
- Delivered actionable insights by extracting and analyzing multi-table datasets using **SQL and presenting key business metrics** through Power BI dashboards.
- Contributed to automation initiatives such as deferred salary processing using **Alteryx workflows, reducing manual intervention** and **increasing accuracy**.

VOLUNTEERING EXPERIENCE

Watson School of Engineering, Binghamton University, NY   **Jul'20 – Apr'21**
Graduate Research Assistant (Volunteer)

Key Result Areas:
- Conducted extensive literature review and information extraction from over 900 academic articles focused on Metaheuristic algorithms and Deep learning methodologies.
- Organized and classified research materials into a structured digital repository to enable streamlined access for academic analysis and further study.
- Collaborated with faculty to design and structure knowledge presentations for ongoing research initiatives in computational intelligence.
- Created comprehensive presentation decks covering 23 distinct types of Metaheuristic algorithms, contributing to curriculum enhancement and peer learning.
- Improved data accessibility and research efficiency by systematizing academic content into clearly labeled categories and thematic clusters.

INTERNSHIP

Technip India Ltd., Maharashtra, India   **Jun'15 – Jul'15**
Instrumentation Engineering Intern

- Executed updates on **30+ specification sheets** and **11 instrument index sheets** using SmartPlant Instrumentation (SPI), ensuring improved accuracy and compliance in instrumentation documentation.
- Assisted **risk management** and **D&P Teams** in conducting **root cause analysis** and **safety hazard assessments** by developing **Ishikawa diagrams** and **FMEA models**, enhancing process reliability and safety planning.