



Prachi Deshpande

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## CAREER OBJECTIVE

To take a challenging post for understanding business change needs, assessing the impact of those changes, capturing, analyzing and documenting requirements and then supporting the communication and delivery of those requirements with relevant parties.

Business Analysis Client Co-ordination and Account Management are my core skills

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| <b>Years of Experience</b> – 6 years and 5 months<br><b>Current Location</b> – Pune<br><b>Past Experience</b> –<br>Monjin Interviews Pvt Ltd (Jan '17 till date)<br>Synchron Technologies (Feb '14 till Dec '16) | <b>Education</b> <ul style="list-style-type: none"><li>• MBA in Marketing</li><li>• Bachelor of Engineering (Information Technology), Pune University</li></ul>  | <b>Clients:</b> <ul style="list-style-type: none"><li>• APAC Region</li><li>• Recruitment Industry</li><li>• Matrimony Industry</li><li>• Staffing</li></ul>  |
| <b>Tools Used:</b> SharePoint, CRM, MS Office, MS Visio, JIRA, AHA, Team Foundation Server<br><b>Modeling Tools:</b> Balsamic, Visio, Nuclino Rational Rose  | <b>Business Analysis Skills:</b> <ul style="list-style-type: none"><li>• Agile and Scrum Methodologies</li><li>• Understanding the Objective</li><li>• Documentation of FRD and BRD</li><li>• Research, Planning and Business Implementation</li><li>• Client interaction</li><li>• Giving Demos</li><li>• Impact Analysis</li><li>• User Acceptance testing</li></ul> | <b>Area of Expertise:</b> <ul style="list-style-type: none"><li>• Communication Skills</li><li>• Complex Root Cause Analysis</li><li>• Running Workshops</li><li>• Client Co-ordination</li><li>• Team Management</li><li>• Account management</li><li>• Conducting meetings</li><li>• Fault Analysis</li></ul> |

## EXPERIENCE

### Design, Analysis and Developing the Product

Domain worked on : Recruitment and Mobile Insurance

Team size: 20

**Role:** Lead Business Analyst and Account Manager

**Description:** Monjin interviews is a product-based startup, hence took up a crucial role in developing their new version of video interviewing product

#### Responsibilities:

- Studied the existing system and **documented the drawbacks**
- Helped in the **designing phase** of the version 2 of the product by adding new features in the existing version
- **Conducted meetings** with the investors and leadership team convincing the need for new requirements
- Worked closely with the designer for the **wireframes** and developers for the deployment
- Conducted end to end testing matching the requirement
- Learnt **Project Management**

- Supported end to end delivery of the feature as a whole
  - **Gave demos and training to clients**, investors and Monjin employees
  - Provided **client support** end to end
  - Acted as the coordinator between tech team and the client solving their queries
  - Conducted **Gap analysis** to understand new business model and additional functionalities to be incorporated into the new application.
  - Clarified and prioritized requirements by conducting **brainstorming sessions** with the stakeholders and SMEs.
  - Documented various documents including the **Business Requirements Document** and the Use Case Specification Documents.
  - Identified all use case components including basic, alternate and exception flows.
  - Participated in various architectural development sessions to provide technical teams with a better understanding of the requirements.
  - Analyzed Requirements and created Use Cases, Use Case Diagrams, Activity Diagrams using MS Visio...
  - Prepared Business Process Models, which included modeling of all activities of the business from conceptual to procedural level.
  - Participated in Change control meetings recommending appropriate action after analysis of changing requirements.
  - Conducted multiple sessions to clarify requirements to identify use cases and document UC Specifications.
  - Assisted QA team by **Reviewing test cases** and clarifying requirements to ensure complete coverage of requirements.
  - Provided training to users and involved in conducting **UAT sessions** to gain user confidence and approval.
  - Acted as an **Account Manager** and gave end to end support to the clients.
  - Managed the Product as the **Product Manager** by giving inputs to the developers
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**Declaration:**

I hereby declare that information furnished above is true to best of my knowledge.

Date:  
Place: Pune

Regards,  
Prachi Deshpande