Neha Gupta

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Summary

Business Analyst with a proven ability to translate business needs into actionable requirements and contribute to process improvements within dynamic environments. Experienced in gathering stakeholder input, documenting processes, and utilizing SQL for data analysis. Dedicated to delivering effective solutions aligned with Agile methodologies.

Skills

- Requirements Gathering
- Process Mapping & Documentation (BPMN)
- SQL Database Querying & Analysis
- Agile Methodologies (Scrum, Kanban)
- Stakeholder Management & Communication
- Data Modeling
- User Story Creation
- Wireframing (Basic)

Experience

Business Analyst | SolutionWise Ltd. | 2018 – Present

- Led requirements gathering sessions with diverse stakeholders including business users, developers, and QA teams to define detailed functional and non-functional requirements for new software applications and system enhancements.
- Developed comprehensive process maps (using BPMN) to visualize existing workflows and identify areas for optimization and automation.
- Utilized SQL to extract, analyze, and report on data related to business processes, providing insights to support decision-making.
- Contributed to the successful implementation of Agile methodologies within the development team, participating in sprint planning, daily stand-ups, and retrospectives.
- Documented user stories and acceptance criteria based on stakeholder discussions, ensuring clarity and alignment across teams.

Education

Bachelor of Business Administration | Rashtrasant Tukadoji Maharaj Nagpur University | 2018

- GPA: 3.8/4.0 (Relevant coursework included Database Management Systems, Business Process Analysis, and Strategic Management).
- Capstone Project: Developed a requirements specification document for a new e-commerce platform, demonstrating proficiency in requirements gathering and documentation techniques.

Projects

- **Process Improvement Project:** Led an initiative to streamline the order fulfillment process at SolutionWise Ltd., resulting in a 15% reduction in processing time and

improved customer satisfaction.
- **Requirements Documentation (University):** Developed detailed requirements specifications for a simulated mobile banking application as part of a university course, showcasing strong analytical and documentation skills.