

Astha Singh

Email: ✉ astha.singh1309@gmail.com,

Mobile: ☎ 9935424185,

LinkedIn  <https://www.linkedin.com/in/astha-singh-171567166/>

Location: New Delhi

In search of professional enrichment opportunities in an organization of high reputation at a middle/high level.

SUMMARY

With nearly 5 years of experience in business analysis, project management and user acceptance testing (UAT) in healthcare domain. As a Senior Associate, I have expertly led and coordinated projects for major software platforms. My responsibilities encompassed preparing requirement documents (URS, SRS, BRD, FRD, RUD), gathering requirements, conducting gap analyses, mitigating risks, and executing projects while ensuring client satisfaction through effective communication, agile methodologies, and robust project management skills. Proficient in project management and client handling, I drive business growth and ensure customer satisfaction, consistently delivering results aligned with organizational goals and fostering long-term partnerships.

WORK EXPERIENCE

WNS – GSK Knowledge Centre – Gurugram

Senior Associate

October 2022 - Present

- Utilizing agile methodologies to manage and deliver multiple projects, ensuring alignment with business objectives and timelines.
- Conducting thorough analysis of business processes and workflows, identifying areas for improvement and recommending solutions and collaborated with cross-functional teams to ensure clear communication and understanding of project requirements.
- Assisting in requirement gathering and analysis for various projects, working closely with senior analysts and stakeholders.
- Develop and maintain Business Requirement Documents (BRD) and Functional Requirement Documents (FRD), ensuring all the requirements are clearly documented and understood.
- Working closely with development and QA teams to define and organize epics and user stories in alignment with agile standards, ensuring clear and actionable acceptance criteria and ensure accurate implementation and testing of requirements.
- Coordinating end-to-end UAT projects for major systems including Veeva Vault, MDM, and Reltio.
- Developing and validating detailed test cases, ensuring all business requirements were thoroughly tested.
- Conducting comprehensive gap analysis to identify discrepancies between requirements and system functionality.
- Managing both informal and formal UAT executions, ensuring timely and accurate testing outcomes.
- Create and maintain detailed documentation, including usability guides, process flows, and requirement specifications to ensure clarity and consistency
- Participating in agile ceremonies, contributing to sprint planning, sprint retrospective, backlog refinement, and daily scrum calls.
- Utilizing Azure DevOps, JIRA and Confluence for project tracking, issue management, and documentation.

Associate

April 2021 – September 2022

- Worked as an Associate in healthcare domain for the topmost pharmaceutical company, i.e., GSK. Building and maintaining strong, long-term relationships with key clients. This involves understanding their needs, objectives, and challenges.
- Managed relationships, ensuring high stakeholder satisfaction and creating Minutes of Meetings (MOM) for accurate record-keeping.
- Created comprehensive Business Requirement Documents (BRD) outlining functional and non-functional specifications.
- Worked closely with development teams to define user stories and acceptance criteria, ensuring adherence to Agile methodologies using scrum framework
- Performed end-to-end UAT projects and supported UAT projects for various clinical trial management systems by writing Test cases, Script validation and conducted formal, informal execution via HP-ALM Tool.
- Adept at generating and maintaining detailed UAT ITMS documentation including test plans, test cycle indexes, test cycle summaries, and test summary reports.
- Maintaining data quality of Clinical Data and supporting various Pharma-based systems (Oracle tools) as a business admin and responsible for disclosure of accurate data into external registers like CT-Gov.
- Proactively addressing any risks, issues or concerns raised by clients or development team in a timely and effective manner.
- Maintaining RACI metrics documents and working closely with internal teams to resolve problems and prevent recurrence
- Responsible for development, maintenance, and updating educational documents like System SOP's, FAQ docs.
- Collaborating with the team and creating a process to identify and eliminate roadblocks in the way of customers' goals.
- Assist onshore partners in making business decisions and manage the development and execution of various projects.

- Oversees the project with big pharmaceutical company like AstraZeneca regarding a major enhancement to include direct consultation of doctors for the patient via Zyla Health application
- Performed Gap Analysis to identify loopholes and documented enhancement solutions to meet stakeholder's requirements.
- Created Daily Status Reports (DSR) to update clients on daily progress and maintained clear, consistent communication.
- Supported sales activities by providing detailed requirement documentation and assisting in the preparation of proposals and presentations.
- Coordinated with Design/development teams to ensure alignment of project goals and deliverables with client expectations.
- Translated business requirements into functional enhancement and collaborated with UI/UX team to transform wireframes into real designs with workable prototype links.
- Attended meetings to provide project updates and discuss requirements, ensuring all client needs were fully addressed.

Business Development Executive

August 2019 - July 2020

- Collaborated closely with clients/internal teams to define the initial scope of work, including Feature Listings (FL) and Requirement Understanding Documents (RUD) with basic and rough requirements.
- Engaged with clients to understand their business needs and translated them into technical requirements for implementation.
- Performed Gap Analysis to identify loopholes and documented enhancement solutions to meet stakeholder's requirements.
- Engaged in cross-functional cooperation with departments within the company, including product development, and operations, to harmonize business goals and achieve objectives.
- Explored and evaluated market trends, pinpointed prospective clients or customers, and appraised the competition to uncover growth opportunities.
- Oversaw the monitoring and analysis of key performance metrics to gauge the effectiveness of business development initiatives.
- Manage pre-sales pipelines by analyzing types of leads, managing client relationships, and negotiating deals.
- Keeping up-to-date with industry trends and best practices, and continuously improving skills and knowledge related to business development.

EDUCATION

Master of Science (Zoology)

Babasaheb Bhimrao Ambedkar University • Lucknow, Uttar Pradesh • 2018

CERTIFICATION

- ✍ Certified Scrum Master (CSM) – Scrum Alliance
- ✍ Business Analysis Foundation – LinkedIn
- ✍ Agile Requirements Foundation – LinkedIn
- ✍ Project Management Foundation – LinkedIn

CAREER HIGHLIGHTS

- Enhanced stakeholder satisfaction by coordinating cross-functional teams to implement Agile methodologies, increasing project efficiency.
- Delivered key project insights through data-driven analysis, aiding strategic decision-making, and mitigated critical project risks
- Streamlined business processes by creating quality documents and checklists.
- Implemented continuous improvement processes, boosting team productivity.

TECHNICAL SKILLS

Veeva Vault (CTMS, SRD, SSU, eTMF), ServiceNow, MS Excel · MS Word · MS PowerPoint, CRM Tools (JIRA, Confluence), Gantt Chart, Azure DevOps

KEY SKILLS

Analytical Thinking & Problem resolution, Project Management, Requirement Gathering, Gap Analysis, Stakeholder management, Agile Methodologies, Scrum Framework, User acceptance Testing, Communication & Coordination, Validation & Documentation, Change Impact analysis, Change request, Risk Management, RACI