



# NIHAL JHA

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## Summary

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Flexible and versatile Business analyst specializing in developing innovative solutions to organizational problems. Advanced knowledge of asset tracking software. Committed to providing accurate, effective advice to customers.

## Skills

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- Requirements Gathering
- SQL, MySQL
- Excel, Access
- Figma
- Power BI
- Tableau
- Project Management
- Agile and Waterfall methodologies
- Problem-Solving
- JIRA, Service Now
- Document Management
- Unit Testing
- Stakeholder Management
- BRD, FRD, and SRS

## Experience

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CAN Pathways Immigration Consultancy | **Project: (Travel Domain)**

New Delhi, India

**Business Analyst**

08/2023 - Current

<https://canpathways.ca/>

<https://canpathwaysjobs.com/>

- Created detailed process flows and user stories to document system requirements and design solutions.
- Created BRD, SRS, and RFP, For Web Application
- Identified and analyzed user requirements, procedures, and processes to develop optimization strategies.
- Gathered and organized data to analyze current industry trends.
- Attending Scrum Ceremonies: Daily Scrum, Sprint Planning, Review & Retrospective
- Functional Review and testing of the product before delivery to the Business
- Backlog Management & Prioritization based on Business Needs

Nightingales Home Healthcare Services | **Project – (Healthcare Domain)**

Bangalore, India

**Assistant Manager**

05/2022 - 07/2023

<https://www.nightingales.in/>

<https://bosv2.nightingales.in/>

**Technology: Node.js 10.4, Angular.js 1.6**

- Plan, monitor, and review the development activities of the client/service management platform.
- Created Documents like BRD, FRD, and RFP, for our Web application and Mobile application.
- Done RCA for issues and issue resolution within stipulated timelines
- Product Research, User stories, and development of UX wireframes in Figma and lucid chart
- Work on UI design based on Bootstrap & CSS frameworks
- Holistic Report: Monthly activities (SLR, CSA, Work plan Status)

- Coordinate with the user team and gather requirements for customizations
- Documents business requirements, analyzes the impact of the changes, prepares functional specifications and technical specifications, and leads the development.
- Involved in project rollouts and implementations and in improvement projects to facilitate better usage of the system
- Maintenance of GitLab & GIT Tracker

Youth Power Computech Pvt Ltd | New Delhi, India

**Business Analyst**

01/2019 - 04/2022

**Project: mba.com (Educational Domain)**

**Client: GMAC**

**Technology: Sitecore CMS and Dot Net**

- involved in the business analysis of the project.
- Requirement Gathering, understanding, and management from stakeholders and business units.
- Creating user stories based on the requirements.
- Created documents including BRD, FRD, SRS, and RFP. for web Application.
- Backlog management & prioritization based on business needs.
- Attending Scrum Ceremonies – Daily Scrum, Sprint Planning, Review & Retrospective.
- Closely working with Stakeholders and clients to build out the requirements and functionalities.
- Functional Review and testing of the product before delivering to the Business.

**Project: Advelox (Healthcare Domain)**

**Client: Advelox**

**Technology: React IOS & Android**

- Requirement Gathering, Story Formation, Backlog Management & Delivery.
- UX Prototyping and approval from the client.
- Created RFP and BRD for mobile applications.
- Regular follow-ups and interactions with clients.
- Attending Scrum Ceremonies.
- Monitoring project progress and performance
- Functional Review and testing of the product before delivering to the Business.

**Project: Social Innovation pages**

**Client: Hitachi**

**Technology: Sitecore CMS**

- Involved in Designing Article pages
- Responsible for Workflow, Publishing, Template creation, and bucketing
- Created Layouts, sub-layouts, and renderings for pages
- Worked with graphical design tools
- Managing project deliverables in line with the project plan.
- Resolving cross-functional issues at the project level

## Education and Training

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Delhi Technical Campus | Greater Noida

**Bachelor's In Technology**

06/2018

Chotu Ram Rural Institute of Technology | New Delhi

**Diploma In Engineering**

06/2014