

# Darshna Lunawat

## Business Analyst

+91-9407350200 | darshnalunawat@gmail.com

Seasoned Business Analyst with 8+ years in US healthcare and banking, specializing in Agile, JIRA, BRD and FRD. Expert in Requirement Gathering, process improvement and project delivery. MBA in finance, skilled in API creation, SQL and system implementation. Proven track record in leading significant projects, enhancing client solutions and facilitating digital transformations.

### Projects Delivered

- |   |   |   |
|---|---|---|
| <ul style="list-style-type: none"><li>• Auto Loan 10Sec System</li><li>• Address Change Procedure</li></ul> | <ul style="list-style-type: none"><li>• Online Account Opening</li><li>• Credit Card Management</li></ul> | <ul style="list-style-type: none"><li>• Chatbot for US Health Insurance</li><li>• Document Automation</li></ul> |
|---|---|---|

### KEY SKILLS

- Requirement Gathering
- BRD, FRD
- User Stories, Use Cases
- SDLC, UAT
- Business Analysis
- API Creation – Postman, Swagger
- SQL
- Agile Methodology
- Waterfall Methodology
- Adaptability

### Tools

- JIRA
- draw.io
- Confluence

### TRAINING & CERTIFICATE

- Agile Virtual Experience Program
- Understanding JIRA for Users, Managers & Admin

### EDUCATION

#### MBA(Finance) – 2016

- Prestige Institute of Management and Research, Indore, Madhya Pradesh

#### BBA – 2014

- Prestige Institute of Management and Research, Indore, Madhya Pradesh

### LANGUAGES

English, Hindi

## EXPERIENCES

### Business Analyst

#### AVIZVA SOLUTION PVT LTD, GURGAON, HARYANA (AUG 2022 – TILL DATE)

- Requirement Gathering from stakeholders and Clients, to understand their needs and translate them into functional requirements.
- Analyze data related to insurance policies, claims, and customer demographics to identify trends, patterns, and insights that can help improve business decisions and strategies.
- Working with cross functional teams to get the desired result and delivering client expectation on time.
- Keeping close tack of the goals using JIRA and maintaining documents over confluence.
- Prepare and maintain documentation such as business requirements documents, process flows, and user manuals to ensure that all stakeholders have a clear understanding of project requirements and deliverables.
- Provide support to end users on new systems or processes to ensure a smooth transition and adoption of changes.

### Business Analyst

#### HDFC Bank, Indore M.P (MAR 2018 – NOV 2022)

- With the Banking experience collaborated with the stakeholder and gathering requirements.
- Waterfall methodology was used to deliver the loan processing software available on Net banking and Mobile banking.
- Identify opportunities for continuous improvement in loan management practices, processes, and systems, and work with stakeholders to implement enhancements.

### Area Operation Manager

#### Jana Laxmi Financial Services, Indore M.P (JUNE 2016 – MAR 2018)

- Creating Business proposals for MSME loan processing, sanctioning of loan and maintaining the logs for the approvals of funds.
- Lead and manage a team of operations staff, providing guidance, training, and support to ensure high performance and customer satisfaction.