Diksha Dwivedi

Business Analyst

Noida, UP • 7 9 8 5 7 7 0 2 3 4 , 8004830596 • diksha07897@gmail.com • https://www.linkedin.com/in/diksha-dwivedi-3a2997217/

Dynamic and results-oriented Business Analyst with 3+ years of experience in delivering data-driven solutions and insights to enhance business growth and foster innovation. Proficient in data analysis, requirements gathering, process enhancement, and stakeholder communication across diverse industries including IT, Automobiles, Finance, Tour & Travels, eLearning, CRM and HRMS. Skilled in Agile and Scrum methodologies, adept at utilizing tools such as SQL, HTML, Power BI, Advance Excel, JIRA,and Figma to drive project success. Eager to apply my expertise and contribute to organizational success and innovation.

WORK EXPERIENCE

Cloud Quest LLC, Noida (UP)
Business Analyst   **Sept 2023 – Present**

- Proactively engage with cross-functional teams to collaboratively gather and analyze business requirements, ensuring seamless alignment with strategic objectives.

- Utilized advanced data analysis techniques, including SQL queries, to identify trends and opportunities, driving process enhancements and revenue growth initiatives.

- Maintained comprehensive documentation of business processes, user stories, and requirements, facilitating meticulous project planning and execution.

- Developed and executed complex SQL queries to extract, manipulate, and analyze large datasets, contributing to data-driven decision-making processes.

- Collaborated with IT teams to architect and deploy data-driven solutions, ensuring seamless integration with existing systems.

- Proficiently liaised with financial clients to facilitate KYC (Know Your Customer), Rekyc (Re-Know Your Customer), account closure processes, managed IPO (Initial Public Offering) documentation, and provided support for Chatbox services, ensuring compliance and client satisfaction.

- Acted as a liaison between business stakeholders and technical teams, facilitating communication and ensuring project deliverables met business needs.

- Contributed to user acceptance testing (UAT) and provided feedback for seamless software implementation.

- Created interactive prototypes and wireframes using Figma and developed polished mockups in Microsoft PowerPoint, enhancing stakeholder visualization and approval processes.

- Led the development and execution of data-driven strategies resulting in a 25% efficiency boost and a 10% reduction in operational costs. Also, conducted market research and competitor analysis

- Engaged in Agile methodologies for requirements gathering, analysis, and sprint planning, utilizing tools like JIRA for backlog management and Sprint reviews.

Vardhan Consulting Engineers, Patna (Bihar)
Associate Business Analyst   **Nov 2021 – Sep 2023**

- Produced comprehensive project documentation such as Scope of Work, Business Requirements Document (BRD), Functional Requirements Document (FRD), System Requirements Specification (SRS), use cases, and user stories. Facilitated clear communication with stakeholders and developers, ensuring alignment and successful project outcomes.

- Assisted senior analysts in data gathering, processing, and presentation tasks, leveraging SQL queries in databases to extract and manipulate data for analysis. Contributed to streamlined project workflows and improved data-driven decision-making processes.

- Collaborated with senior analysts to gather and analyze business requirements across multiple projects, utilizing Power BI for data visualization and analysis. Ensured precision and comprehensiveness in requirements documentation and analysis.

- Managed team dynamics to develop detailed project plans, timelines, and deliverables using JIRA, facilitating transparent project tracking and ensuring on-time and within-budget project completion.

- Conducted thorough data validation and cleansing processes using SQL and Excel, enhancing data accuracy and integrity. Prepared datasets for analysis and reporting, ensuring reliable insights for stakeholders.

- Prepared clear and concise reports and presentations using PowerPoint to communicate findings, insights, and recommendations effectively to stakeholders and senior management.

- Designed interactive prototypes and wireframes using Figma, facilitating stakeholder visualization and feedback sessions. Incorporated feedback into iterative design improvements to meet business requirements effectively.

- Adapted adeptly to diverse client landscapes across the US, Europe, Bangkok, and Canada, managing different time zones and cultural preferences. Leveraged effective communication skills and tools like PowerPoint for client presentations, ensuring alignment with client expectations and project goals.\

EDUCATION

Abdul Kalam Technical University, Lucknow, Uttar Pradesh   09 /2021
Master in Business Administration - Marketing & Human Resource Management

SANJAY GANDHI COMPUTER SAKSHARTA MISSION, Delhi   07/2019
Diploma In Computer Application

University Of Allahabad, Prayagraj, Uttar Pradesh   06/2018
Graduation

SKILLS

Technical Skills: Power BI, Figma, Balsamiq, SQL, Business Objects Reporting, JIRA, Advance Excel, Microsoft PowerPoint, Google Sheets.
Industry Skills: Business Process, Mock-ups/ Wireframe and Prototype, Stakeholder Management, UAT Testing, Data Analysis, Requirement Elicitation and Gathering, Agile and Scrum Methodologies, Gap Analysis, UML and DMD, BRD, FRD and SRS, User Story, Flow Diagram and Use Case.
Techniques: SWOT, SMART, GAP Analysis, MOSCOW, PESTLE etc.