

**Dipika**  
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**Availability:** Immediately Available

### **Professional Summary**

- Solution-oriented and analytical Business Analyst with around 4 years of experience in working with cross-functional teams in the documentation, development, deployment to attain business goals.
- Experience in all phases of Software Development Life Cycle (SDLC), Business Process Flow, and Business Process.
- Skilled in Waterfall & Agile teamwork using Scrum methodology, strong documentation skill set (BRD /FRD); in writing use cases and user stories and participated in Product backlog prioritization with product owner & scrum master.
- Assisted the users in UAT testing by providing test scenarios and test data.
- Documented requirements in both a waterfall and agile environments.

### **Area of Expertise**

**Project Management:** Requirement Gathering, Sprint Planning, Agile, Project Management, Stakeholder Management

**Documentation:** Business Requirements, Functional Requirements, Product Roadmap & Backlog

**Technical Skills:** Balsamiq, Figma, Lucidchart, JIRA, Microsoft Office Suite, Manual Testing, UAT Testing

**Database:** SQL

**Interpersonal Skills:** Team Collaboration, Listening, Analytical Skills

### **Technical Skills**

**Domain:** E-commerce, HRMS (Human Resource Management System)

**SDLC Methodologies:** Agile, Waterfall

**Wire Framing Tools:** Balsamiq, Figma

**Flowchart:** Draw.io

**Project Management Tools:** JIRA

**Management Tools:** Microsoft Office Suite (Word, Power-point, Excel, Outlook etc.)

### **Professional Experience**

**Hitech Infosystems**

**Sep 2020-Present**

**Business Analyst (Apr 2022-Present)**

- Facilitated requirement gathering sessions with stakeholders, decomposed requirements into precise user stories, and aligned them with sprint goals, resulting in a 25% improvement in project delivery timelines.
- Prepared Business Requirements Documents (BRD), Functional Requirement Documents (FRD), Project Tracker.
- Created business process diagrams, as part of gap analysis, to understand the current state (as-is process) and future state processes (to-be process).
- Extensively used agile methodology in the process of project management based on SDLC.
- Created and managed user stories in JIRA, streamlining project workflows and reducing task redundancy by 25%, which improved team productivity and sprint completion rates by 30%.
- Created product roadmap, managed & prioritized backlog items using techniques such as Value vs. Effort Matrix, MoSCoW and Kano Model.

- Collaborated with the Product Owner and development team to groom the product backlog.
- In-depth knowledge of Software Development Life Cycle (SDLC) methodologies.
- Successfully managed the relationship with client and all stakeholders throughout the project.
- Collaborated with stakeholders to gather and analyze change requests, identifying potential impacts on processes, systems, and resources.

#### **Associate Business Analyst (Apr 2021- Mar 2022)**

- Collaborated with business stakeholders to gather and document requirements for system enhancements and process improvements.
- Participated in Agile ceremonies, including sprint planning, daily stand-ups, and retrospectives ensuring alignment between business needs and development efforts.
- Supported project managers in coordinating project activities, tracking progress, and managing project documentation.
- Assisted in the development of business cases, user stories, and project charters to support decision-making and project initiation.

#### **Junior Business Analyst (Sep 2020-Mar 2021)**

- Assisted senior analysts in gathering and documenting business requirements through interviews, surveys, and workshops, facilitating the accurate capture of user needs.
- Supported the development of process maps and workflow diagrams to visualize current and future state processes.
- Assisted in the preparation of project documentation, including business cases, requirements specifications, and test plans.

#### **Education**

- Masters of Business Administration, Bhartiya Vidyapeeth University- 2023
- Bachelors of Computer Application, CCS University- 2018