

**Harshal Sharma**

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### **CAREER OBJECTIVE:**

Dynamic and results-oriented Business Analyst with nearly 3+ years of experience specializing in supporting business solution software and optimizing business operations within project environments. Proficient in developing various business-related documents and driving continuous improvement initiatives. Demonstrated success in delivering impactful outcomes within service-based projects, starting as an intern and advancing to the role of Business Analyst. Seeking opportunities to leverage proven analytical skills and effective people management abilities to drive project success and enhance operational efficiency.

### **PROFESSIONAL SUMMARY:**

- Over 3 years of experience in Agile environments, specializing in supporting business solution software and analyzing business operations.
- Skilled in creating detailed business-related documents (BRD, FRD, SRS, wireframes, prototypes, product backlog management) with a strong track record of meeting deadlines and collaborating effectively with stakeholders.
- Hands-on experience in handling various projects, including facilities management, SAP implementations, and Clinic Management System, with a deep understanding of industry standards and regulatory requirements.
- Proficient in using Microsoft Office, Figma (flow diagrams, wireframes, prototypes), JIRA (product backlog management), and Confluence for requirement gathering, user story creation, and test plan development.
- Extensive knowledge of the Software Development Life Cycle (SDLC), strong data analysis capabilities, and expertise in business process modeling, gap analysis, and improvement initiatives.
- Recognized for strong communication, leadership skills, and client relationship management, capable of managing multiple competing priorities and ensuring timely project completion.
- Proven ability to coordinate with cross-functional teams to integrate solution components, streamline processes, and enhance operational efficiency, ensuring seamless project execution and user satisfaction.
- Experienced in project management, scope management, risk management, change management, stakeholder management, and technical team management.
- Proficient in Power BI and SQL, transforming complex data into clear insights and easy-to-understand dashboards. Skilled in creating SQL queries for data retrieval and using Power BI to build interactive reports that help drive smart business decisions.

### **SKILLS**

- Microsoft Office
- Figma (Flow Diagrams, Wireframes, Prototypes)
- Human Resource Integrated System (Vendor Management System)
- Wireframes & Prototypes
- JIRA (Product Backlog Management)
- Agile Methodology
- Requirement Gathering Documents
- Client Relationship Management
- Good Communication Skills
- Leadership Skills
- Clinic Management System
- SQL
- SAP
- Society Management
- Business Process Modelling
- Project Management
- Microsoft Power BI
- Scope Management
- Risk Management
- Change Management
- Stakeholder Management
- Technical Team Management.

## WORK EXPERIENCE

### Business Analyst

Dec 2022 – Till Date

Delta 360 Services Pvt Ltd, Noida, Uttar Pradesh

Project: Clinic Management System

- Collaborated with healthcare professionals to gather and document comprehensive functional requirements, ensuring the Clinic Management System met the specific needs of both medical staff and patients.
- Conducted detailed analysis of clinic workflows, resulting in significant process improvements, including a 25% reduction in patient wait times and a 30% boost in operational efficiency.
- Facilitated workshops and meetings with key stakeholders to align system functionalities with clinic operational goals, driving high user adoption and satisfaction.
- Developed and implemented robust data management protocols and reporting tools, enhancing the accuracy of patient records and providing actionable insights for clinic management.
- Coordinated with IT teams to oversee the seamless integration of the new system with existing technologies and led comprehensive user acceptance testing to ensure optimal system performance.
- Help in preparing key project documents such as BRD, FRD, and SRS for various phases of the Software Development Life Cycle.
- Actively participated in Stand Off Meetings and Scrum Meetings to ensure alignment with project timelines and deliverables.
- Designed wireframes based on client requirements and ensured user acceptance, contributing to the development of user-friendly interfaces.
- Conducted comprehensive business requirements gathering sessions to develop detailed user stories and functional specifications in JIRA.
- Coordinated with cross-functional teams to integrate solution components, streamline maintenance request tracking, and enhance financial management for the Clinic Management System.
- Performed GAP analysis to identify and address project deficiencies, ensuring the seamless execution and user satisfaction of the Clinic Management System.

### Associate Business Analyst

Dec 2021 – Dec 2022

Delta 360 Services Pvt Ltd, Noida, Uttar Pradesh

Project: Facility Management System

- Gathered and analyzed business requirements for a facility management project, translating them into detailed user stories and functional specifications in JIRA, ensuring alignment with industry standards and regulatory requirements.
- Collaborated with property managers and residents to gather and document functional requirements for the Facility Management/Society Management app, ensuring the application met the diverse needs of all stakeholders and streamlined daily operations.
- Conducted detailed analysis of current management processes and identified opportunities for optimization, contributing to workflow improvements that enhanced resource allocation and reduced maintenance response times by 20%.
- Supported stakeholder engagement activities, including conducting interviews and facilitating feedback sessions, to align app functionalities with user needs and expectations, promoting a high rate of user adoption and satisfaction.
- Assisted in developing data management protocols and reporting tools that improved the tracking and analysis of facility maintenance and operational activities, enabling better decision-making and predictive maintenance planning.
- Conducted detailed analysis sessions to gather business requirements from stakeholders, translating them into actionable user stories and functional specifications in JIRA.
- Prioritized project initiatives based on business needs and requirements, ensuring that critical features were developed and deployed effectively.
- Managed competing resources and priorities, monitoring deliverables, and ensuring the timely completion of project milestones to meet client expectations.

- Supported senior business analysts in gathering and analyzing business requirements specific to assigned projects, ensuring alignment with project objectives.
- Created detailed use case diagrams and other project documentation to provide comprehensive support for project requirements, aiding in project clarity and alignment.
- Conducted extensive data analysis tailored to project needs, enabling informed decision-making processes crucial for project success.
- Assisted in organizing and facilitating project-specific stakeholder meetings and workshops, fostering effective communication and collaboration among project stakeholders.
- Played a vital role in gathering and documenting project-specific business requirements from stakeholders, contributing significantly to the creation of detailed functional specifications and user stories in Jira for SAP module implementations.
- Actively participated in project-specific business process modeling exercises, offering valuable insights and suggestions for process improvement initiatives aimed at enhancing project efficiency and effectiveness.

## **EDUCATION**

- High School Completed CBSE board in 2016
- Intermediate Completed from CBSE board in 2018
- Graduation Completed from Swami Vivekananda Shubharti University in 2022

## **DECLARATION**

I hereby declare that all the details furnished here are true to the best of my knowledge and belief.