

Hitesh Mandhan



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Summary

Results-driven Business Analyst, Product Owner with 2.5 years of experience in analyzing business processes, identifying opportunities for improvement, and facilitating effective solutions. Skilled in requirement gathering, requirement analysis and stakeholder management.

Education

Vellore Institute Of Technology | Vellore
Study Program | 07/2021

Computer Science and Engineering

Experience

Responsive Business Private Limited | Bangalore, Karnataka
Product Owner | 12/2023 - Present

- Gathered stakeholder requirements to break them into concise User stories and Acceptance Criterion alongside the scrum team.
- Prioritized and maintained the product backlog, ensuring that it reflects the highest-priority features and user stories alongside taking into account the development efforts.
- Worked with the transport third party vendor to gather requirement attributes, maintained the product backlog and facilitated the entire project alongside the developers to help with automating the process of cab allocation.
- Facilitated guidance and clarification as BAU's to the development team during sprint execution, ensuring that the increment for the sprint meets the acceptance criteria.

Cvent | Gurugram, Haryana
Business Analyst/System Analyst | 10/2021 - 12/2023

- Conducted thorough analysis of business processes(Hire, Termination, Change Job), identifying key areas for improvement and optimization.
- Collaborated with primary stakeholder(HR) to elicit requirements enabling and facilitating developers to design and implement automation of Exit emails to be sent to employees; thereby increasing efficiency and effectiveness and offloading stakeholder's efforts.
- Collaborated with internal stakeholders and systems (Snowflake and Informatica Team) to gather and document business requirements, collaborating with developers to enable smooth data flow as web service; ensuring alignment with organizational objectives.
- Played a key role in the successful implementation of automation of resignation exit emails, resulting in saved time and effort on the part of internal stakeholders.
- Facilitated Bi-Annual Workday release testing, preparing test plans, scenarios, and documentation for enhancement releases, minimizing disruption to critical business operations.

Skills

Requirements Analysis, Requirements Gathering, Stakeholder Collaboration, Microsoft excel, Backlog Management, Strong analytical and problem-solving skills., Strong verbal and written communication abilities., MySQL, Knowledge in Agile and Waterfall Methodologies

Certifications

- **Professional Scrum Product Owner 1(PSPO1) by Scrum.org** : Learnt about Scrum Artifacts; Roles and Responsibilities of Scrum Team; How to build a business model canvas; Create a product vision; How to create product backlog features; Prioritization of Product Backlog features.
- **Entry Certificate in Business Analysis (ECBA) by Knowledge Academy**: Learnt about Business Analysis Planning and Monitoring; Elicitation and Collaboration; Requirement Lifecycle Management; Requirement Analysis and Design Options; Strategy Analysis; Solution Evaluation.

References

- Name: Prateek Jain ;Designation: Systems Analyst at Cvent; Email: prateek.jain@cvent.com; Contact: +91 9899222496
- Name: Neeraj Bachani; Designation: Co founder at ResponsiveB; Email: neeraj@responsiveb.com; Contact: +91 9741842753