



# Itika Sharma

## Senior Business Analyst (Pre-sales)

Highly disciplined and inquisitive, I possess a versatile background encompassing analysis, project management, process optimization, sales, marketing, and operations. With a strong drive to achieve my goals, I am eager to seize future opportunities. I firmly believe that working in project management, process domain offers immense learning potential, and I am keen to broaden my business acumen by gaining valuable experience in these fields, particularly in management, consultancy and business operations.

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📍 Chandigarh, India

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📅 06 February, 1998

## EDUCATION

### B.Tech(Computer Science Engineering)

Chandigarh University, Chandigarh

06/2016 - 05/2020

7.17 CGPA

### Senior Secondary School

D.C. Model Senior Secondary School, Firozpur

04/2014 - 04/2016

69.40%

## WORK EXPERIENCE

### Sr. Business Analyst (Pre-Sales)

AbySoft PVT LTD

01/2023 - Present

Chandigarh

#### Achievements/Tasks

- As a team leader, I oversee a dynamic team of five members, ensuring efficient execution of both interdepartmental and intradepartmental tasks. My responsibilities include training and mentoring and enhancing client handling expertise.
- Develop comprehensive project plans, including timelines, milestones, and resource allocation.
- Ensure projects are executed within scope, budget, and timeline constraints.
- Allocate resources efficiently to support project objectives.
- Monitor project progress and identify potential risks or issues. Implement effective strategies to mitigate risks and resolve issues promptly.
- Establish and maintain effective communication channels with project stakeholders.
- Conduct thorough project evaluations to identify lessons learned and areas for improvement
- Furthermore, I consistently meet the KRAs outlined in my previous role.

## SKILLS

Research

Stakeholder Engagements

Microsoft Office Suite

HubSpot

Google Analytics

Customer Service operations

Quality Reviews

Subject Matter Expert

Project Management

Customer Centric

Data Visualization

Excellent Communication Skills

Sales Metrics

SQL

Trello

Resource Management

Resource Allocation

Workflow Management

Project Performance

Escalations

Training

CRM Management

Scrum Master

Agile Fundamentals

## ACHIEVEMENTS/CERTIFICATIONS

Project Management course: Beginner to Project Manager

Agile Fundamentals: Including Scrum and Kanban

Recognition by upper management and team mates for providing the ideas and suggestions to lessen manual work in the organization.

Managed Hashcode Events organized by Google.

Won Inter-College Debate Competitions.

PMP Certification Exam Prep Course 35 PDU Contact Hours/PDU

## LANGUAGES

English

Native or Bilingual Proficiency

Hindi

Native or Bilingual Proficiency

Punjabi

Professional Working Proficiency

## WORK EXPERIENCE

### Business Analyst (Pre-Sales and Performances)

AblySoft PVT LTD , Chandigarh

01/2021 - 12/2022

Chandigarh, India

Achievements/Tasks

- Engaged in guiding the customer journey from sales to delivery.
- Collaborated with the sales team to develop and implement sales strategies to achieve targets and increase revenue.
- Prepared and negotiated contracts, ensuring terms and conditions were favorable to both the client and the company.
- Maintained accurate records of sales activities and client interactions in the CRM system.
- Prepared and delivered presentations to potential clients, highlighting the features and benefits of products or services.
- Interpret customer insights to drive change in product and act as a voice of the customer to the Product team.

### Demand Executive

VA Tech Ventures Pvt. Ltd. , Bangalore

01/2020 - 05/2020

Bangalore, India

Achievements/Tasks

- I worked as an intern as where I worked along with the Inside sales team in generating revenue. There, I was introduced to LinkedIn and Sales Navigator and learnt how to connect with prospects and go ahead with the consultation.

## INTERESTS

Cooking

Volunteering

Public Speaking

## CERTIFICATES

The Project Management Course: Beginner to PROject Manager

Microsoft Excel- Excel from Beginner to Advance

PMP Certification Exam Prep Course 35 PDU Contact hours

Agile Fundamentals: Including Scrum and Kanban

Business Analysis: A to Z Masterclass