

JYOTI RANI
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To draw a balance between individual and organizational goals, grow with the organization by excelling in the role given. Sharp analytical skills, good communication skills, Dedication, and Teamwork are my assets. As a result-focused professional in **business analysis, processes, and requirements gathering**, with a proven track record of delivery, strong strategic vision, and demonstrated ability to inspire/mentor/manage technical teams and their activities in geographically dispersed locations.

PROFILE SUMMARY

I have **5+ years** of professional experience in **Business Analysis, Requirement Analysis, Consulting, and Agile Methodology** of Web-based and client-server applications. In-depth knowledge of Software development life cycle **(SDLC) using Waterfall and Agile Scrum Methodology** with various Industry domains such as Telecommunication, Financial Solutions, Banking, and IT Software Services.

- Hands-on experience with the Service Now application especially on **SecOps (Vulnerability Response module), GRC (Vendor risk management), ITSM (Information technology service management), and CSM (Customer Service Management)**.
- Well, acquainted with the **(SDLC) Software Development Life Cycle** including understanding the projects, Experience in business analysis, documenting requirements, collaborating with the technical team in translating requirements into design, and understanding architectural approach.
- **Experienced in the creation of Use Case Diagrams, use case scenarios, formulating business rules, business context diagrams, systems context diagrams, performing gap analysis, and business flows.**
- Led large technical project teams in requirements as well as technology space. Create and manage end-to-end requirement management with the help of RTM (requirement traceability matrix).
- Define Business Process; identify the risk, do risk analysis, and provide baseline acceptance criteria and deliverables.
- **Excellent communicator:** leverage technical, business, and financial acumen to communicate effectively with client executives and their respective teams. **Skilled in gathering, documenting, and communicating requirements.**
- Consistent and proven track record of successfully delivering ALL initiatives undertaken experienced in both traditional (**waterfall, iterative, prototype**) and Agile methodologies (**SCRUM**). Proven expertise in the field of leadership, team building, business development, and client relationship management for various domains.
- Proficient in reviewing Design **Documents**, and Project Plans & maintaining the User Documents of various projects and Implement AI-Driven solution.
- Skilled in managing expectations of the product and conducting system analysis and design, building functionalities & features, in interaction with the client.
- Team player with a professional attitude and ability to build and work well within a collaborative team.

CORE COMPETENCIES

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|----------------------------------|------------------------------------|
| • Requirements Management | • Business Analysis |
| • Documentation | • Business Consulting |
| • Client Relations Presentations | • Integrations and Implementations |
| • Projects Enhancements | • Change Management |

- Value Added Leadership

- Team Building Mentoring

TECHNICAL COMPETENCIES

Operating System	Windows 10, Windows XP and Windows 7
Packages	MS Office, MS Project Plan, Visio
Collaboration Tools	JIRA, Excel
Concepts	Software Requirement Specification
Diagrams	Flow Chart, Traceability Matrix, Use Case
Documentation	SRS, BRD, FRD, User manual
Analysis	In-depth, GAP, SWOT, SQL

ORGANISATIONAL EXPERIENCE

- **Worked as a Business Analyst from Jul 2022 to Mar 2024 in InMorphis Services Pvt. Ltd.**
- **Worked as a Business Analyst from Nov 2020 to Jul 2022 in Kanban Info System Pvt. Ltd.**
- **Worked as a HR Executive from Jan 2019 to Oct 2020 in Hindustan Recruiters Pvt Ltd.**
- **Worked as a HCM Consultant from Jul 2014 to Aug 2015 in Cryolite India Software Pvt Ltd.**

Role:

- Handling the client from the beginning till the deployment of the software or at the support level.
- Carrying out software analysis, documentation, design, and implementation of software
- Analyzing the AS-IS business process (problem domain and pain areas) and devising the To-Be business process.
- Identifying and documenting existing business processes and process flows by identifying working elements and entities, existing within the system aiding in gap analysis and impact analysis.
- Accountable for working on software solutions, coordinating with clients to understand software requirements, and reviewing the requirement analysis and functional specification documents.
- Handling document workflows and results of business analysis and obtaining sign-off from the internal customer on the specifications.
- Designing the complete workflow of the software and drafting the use cases for each activity to be performed.
- Hands-on experience with MS. Visio, draw.io, creating the flow chart, and use case diagram.
- Performing need and gap analysis and facilitating technical expertise in identifying, evaluating, and developing systems and procedures that are cost-effective.
- Coordinating with the Development Team during the development phase for proper translation of requirements into coding and designing the test scenarios/test scripts
- Facilitating the link between the customer, development team, and third-party regarding software functionality, throughout the development lifecycle
- Organizing project-specific functional training and providing Application Support Transition during Go-live and application updates
- Doing the UAT for the acceptability of the software based on test cases is made so the testing of the product comes up at the acceptable level.
- Responsible for tackling several client-site operational issues in the Production Environment using resourceful problem-solving measures.
- Delivering the road map to enhance performance and helping the team to complete projects on time within the given budget.
- Creating daily reports (dashboards) and monitoring the flow of communication in the proper channel.

EDUCATION

- MBA from AKT University Lucknow
- Bachelor of Art from HNB University Roorkee
- 12th from Uttarakhand Board St. Thomas School
- 10th from Uttarakhand Board St. School
- Business Analysis "A to Z" Masterclass from Udemy.
- Negotiation Masterclass from Udemy.
- Generative AI from LinkedIn

PERSONAL TRAITS

- Receptive
- Observant
- Good Communicator
- Analytical and mathematical bent on quantifying business process
- Self-critique
- Confident
- Presentation Skills
- Negotiation

PERSONAL DETAILS

Date of Birth:	02 November
Present Address:	Noida
Permanent Address:	Uttarakhand
Location Preference:	Anywhere
Linguistic Abilities:	English and Hindi
Valid Passport:	Yes