Komal Kapoor

Business Analyst
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Profile Summary
Knowledge & experience in requirements gathering, understanding, & analyzing them. Experience in both presales & postsales Business Analyst.
Worked on agile project management tools such as Trello, & JIRA. I have 3 years of experience.

Proficiency
• Gathering & analyzing customers technical & business requirements.
• Taking client calls & demos
• Understand SDLC, STLC
• Prepare Proposals
• Create & maintain documents
• Worked on RFPs, RFQs, & RFIs
• Deliver business reports & presentations
• Gap analysis & gap resolution
• Acceptance criteria & user stories
• Provides solutions for implementation framework & methodology
• Prepare & review estimations
• Uncover areas of improvement
• Creating wireframes, prototypes, ER diagrams, flow charts, data flow diagrams
• Prepare & track project plan
• Support in QA & UAT
• Follow Agile Methodology/Principles
• Manage Scrum Events & conflict resolution
• Sprint management
• Facilitating daily standup meetings
• Allocating resources, Cost efficiency & estimations
• PowerPoint, MS Word, Excel
• Software & User acceptance testing (UAT)
• Identify skill gaps & training needs in team
• Timely delivery of Project
• Multiple project management
• Stakeholder management
• Communication Skills
• Project Management, Teamwork & Leadership qualities

Work Experience
Clavax Technologies – December 2022 to Present
Role: Business Analyst
Gathering requirements from clients, understanding & analyzing them, and relaying them to the development team. Creating & maintain documents. Prepare proposals, response documents for RFP, RFQ, etc. Prepare & review estimates, acceptance criteria, user stories, etc. Performing functional & non-functional testing & UAT.

Keywords Studios – July 2022 to Nov 2022
Role: QA Tester
Preparing test plans, test cases & bug reports. Performing various testing types such as functional testing, UI testing, regression & retesting, & database testing. Worked in industries like gaming, and e-commerce. Collecting requirements, analyzing them, working with cross-functional teams such as developers, testers, solution architects, & part of all the scrum events.

Digipsum – May 2020 to June 2021
Role: Business Analyst
Gathering requirements, understanding & and analyzing them, & being involved in critical thinking & and problem-solving. Creating documentation & presentations. Writing user stories, use cases & test cases. I am performing UAT & and various testing types. Maintain backlogs & stakeholders. Developing project plans & monitor performance.

Education & Qualification
- Master's in computer application:
  IP University, Delhi
  2021-2023
- Bachelor's in computer application:
  Indira Gandhi National Open University
  2018-2021

Certifications
Certified Scrum Master from Scrum Alliance

Tools Used
Jira – Ticket tracking tool
Power Bi - Dashboards

Personal Details:
Date of Birth: 26 November 1999
Permanent Address: L- 64 A New Mahavir Nagar, Street No. 20, New Delhi

Languages:
English and Hindi