MUSKAN JAIN

Business Analyst

+91-9893263015 · muskanjain0901@gmail.com · Indore, India

BUSINESS ANALYST

An IT Business Analyst with 2+ years of experience in Supply Chain domain with extensive knowledge of Business Analysis & last mile operations and 2 years of experience in supply chain operations. Worked in Waterfall and Agile Methodology Projects. Hands on Experience with stakeholder interaction and understanding their business needs.

SKILLS

Agile Scrum Tools	BRD	FRD
Waterfall Methodology	Use Cases	Wireframe
Agile Methodology	Field Matix	Create Product Backlog
Workflow diagrams	Gap Analysis	UAT and Test case reviews
User Stories	Requirement Prioritizatio	workshop
Requirement Gathering	Software Development Life Cycle (SDLC)	Stakeholder management

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WORK EXPERIENCE

2022 - Present

Razor Group
Business Analyst

- Experience in requirement elicitation through interviews, document analysis, requirement workshops, surveys, task and workflow analysis and proposing solutions until requirements get freeze.
- Organized and participated in all agile practices daily scrum, iteration planning, retrospective test driven.
- Experience in working in an agile scrum environment with ability to breakdown requirements into epics features and user stories.
- Prioritize requirements and visualize the solution through creating wireframes.
- Responsible for keeping a track of product backlog and interacting with technical team so as to ensure requirements are clear.
- Responsible for handling Change requests and maintain CR logs.
- Performed client demo and assisted UAT testing

Project - Last Mile – Transfer Order Creation System

Flipkart Private Limited
2019 - 2021
Team Leader

- Lead a team of 25 employees and partners (Service franchise & vendor).
- Collaborating with multiple stakeholder and cross functional departments.
- Large team handling during sales season of Flipkart such as Big Billion sale.
- Worked on metrics – NPS, speed, sale, escalation handling, RCA preparation.

EDUCATION

MBA (Marketing Management)
Institute Of Management Studies, DAVV
2017 - 2019,   *Indore, M.P.*

B.com (Taxation)
MLB Girls Degree College , DAVV, INDORE
2014 - 2017,   *Indore, M.P.*

TOOLS

MS Visio

Jira

Figma

Draw.io

Tableau

MySQL

LANGUAGES

English	Hindi
Full Professional Proficiency	*Full Professional Proficiency*