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| Gunjan Bakshi |
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 | **Contact**

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 **Skills*** Requirements gathering
* Business analysis
* Written and verbal communication
* Customer needs analysis
* Budgeting
* Customer satisfaction
* Advanced problem solving
* Superb communication skills
* Forecasting and planning
* Strategic decision-making
* Stakeholder relationship management
* Project Management
* Multi-tasking
* Microsoft Office Suite
* Scope and project definition
* Advanced Excel modelling
* Jira
* Agile methodologies
* Process mapping
* Technical writing
* Requirements gathering
* Business analysis
* Written and verbal communication
* Customer needs analysis
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  |  |  | **Summary**With over 4 years of experience as a Business Analyst, I have been able to meet job demands and deadlines through diligent work-ethic and dedication to quality. My work responsibilities, which included managing complex projects and ensuring successful delivery of products within agreed timelines, fell well within my capabilities. Additionally, being an expert in analyzing business requirements, process optimization, developing strategies, and solutions for clients comes naturally to me. This is made easier by my considerable knowledge in documentations such as FSD, FRD, BRD, and SOW, proposal documents which helps me to ensure that our teams align perfectly with clients' demands. My proven ability to collaborate with cross-functional teams and achieve effective communication, as well as my prowess in presenting actionable insights and recommendations to top-level management put me in high esteem among colleagues.**Experience****Business Analyst,** 04/2022 - Current**New Media Guru (BA)** - Gurugram, Haryana * As a business analyst, I have had the privilege of defining project requirements by identifying project milestones, phases, and elements
* This role has also entailed analyzing the business requirements of our clients and managing various project-related documents, such as Functional Requirements Document (FRD), Functionality Specification Documentation (FSD), Business Requirements Document (BRD), Scope of Work (SOW), and Proposals for new sales pitches
* Throughout this process, I have worked towards establishing an efficient workflow for these documents
* Effective communication skills have been crucial in my journey towards becoming a skilled Business Analyst
* Not only did I gain a solid understanding of BA Analysis, but I also learned how to create Time Estimation sheets and develop a proper roadmap to ensure the project milestones were met within the given deadline.

**Account Executive,** 08/2021 - 03/2022**My Inbox Media** - Okhla, Delhi * During my time as an Account Executive at MIM, I had the chance to take on the role of a Business Analyst
* This involved analyzing the business requirements of our clients and handling project-related documents such as Functional Requirements Document (FRD), Business Requirements Document (BRD), Scope of Work (SOW), and establishing an efficient workflow for them
* This experience truly took my career to new heights as a BA.

**Relationship Manager,** 11/2019 - 04/2020**RenewBuy** - Subhash Nagar, Delhi * As a Relationship Manager at Renewbuy.com, my primary responsibility was to establish and maintain strong relationships with our clients
* Worked with marketing and operation department to facilitate communication and deliver personalized solutions to customers
* Effective communication skills have proven invaluable in my journey towards becoming a proficient Business Analyst.

**Agency Manager,** 10/2018 - 05/2019**Aditya Birla Health Insurance** - NSP, Delhi * As an Agency Manager, I utilized various methods such as Job Boards, and Social Media Platforms to recruit a talented team
* My objective was to improve the organization's performance and generate an increased number of leads
* Additionally, I dedicated my time to study Insurance Policies and effectively communicated the benefits and drawbacks of the policies in order to drive sales and boost overall revenue.

**Operation Associate,** 09/2017 - 09/2018**SBI Life Insurance Company** - Delhi Cantt, Delhi * As an OPS Associate at SBI Life not only enhanced my communication abilities but also enhanced my understanding of how the CRM Portal operates
* During my time there, I consistently engaged with customers, provided assistance in comprehending the Payment Process and staying up-to-date with any product or service changes to effectively support to customers.

**Relationship Manager,** 10/2016 - 09/2017**Chaumukha Sales** - Laxmi Nagar, Delhi * As a Relationship Manager, I possessed a deep understanding of the strategies necessary to foster a strong connection between an organization and its clients
* My primary responsibility at Chaumukha was to understand client needs and deliver tailored services to increase customer loyalty
* Effective communication, problem-solving skills, and financial expertise are pivotal elements in this position.

**Business Analyst,** 06/2016 - 10/2016**Accenture** - Bangalore, Karnataka * As a Business Analyst at Accenture, I was tasked with comprehending the needs of our clients and participating in meetings with all relevant departments involved in the project's development
* Attended department meetings to report on findings and to brainstorm and share new ideas with other team members
* I used to assist Forms team to improve client satisfaction.

 **Personal Information*** Title: Business Analyst
* Date of birth: 03/20/93

**Websites, Portfolios and Profiles*** https://linkedin.com/in/gunjan-bakshi
* https://www.behance.net/gunjanbakshi

**Projects******PMS HIT Ticket Web App****https://www.behance.net/gallery/197765491/Project-Management-SystemA High Impact Ticket (HIT) application manages and prioritizes critical and urgent tasks with far-reaching consequences. After login, the Dashboard offers an overview of HIT Tickets, with both active and closed tickets displayed. Users search and filter tickets and create new tickets by providing details and files, triggering assignment notifications. Task completion alerts reviewers, initiating the acceptance/rejection process. The system measures ticket allocation, department, priority level, and issue type. The Reporting Authority, Super Administrator, and User modules allow for comprehensive control, including managing user accounts, department and issue management, priority settings, and notifications, ensuring efficient HIT ticket management. ****Task Tracker****https://www.behance.net/gallery/197765685/Time-TrackerOur desktop application enhances team productivity and time tracking while providing Password generation and permission assignments. Users easily select tasks from dropdown menus and conduct Accept or Reject options and submit actions prompt Pause or Submit selections. Screenshots at ten-minute intervals capture activity details, with named methods displaying Task Status. Reporting managers receive emails when their subordinates fail to accept related tasks with automatic pausing after ten minutes of inactivity. The platform offers controlled, efficient pathway screen storage such as User > Year > Month > Name > Day > Screenshot. Project selection mode allows users to visualize the last activity state.****Parts Dispatch****https://www.behance.net/gallery/197765129/Parts-DispatchOur goal was to create a platform that simplifies the procurement process for mechanical parts, connecting B2B suppliers with insurance companies and dealers. The platform streamlines the registration process for insurance companies and enables dealers to assess the damage for vehicle repair, accelerating the buying and selling dynamics. Garages meticulously evaluate the damage and generate a detailed inventory of necessary parts with associated labor costs to repair the vehicle. This process promotes reliability and transparency among all parties involved. Suppliers are brought into the network by insurance companies or garages. ****Clear Vision****https://www.behance.net/gallery/197764773/Clear-VisionThis project creates a digital ecosystem for patients and eye care providers. The platform delivers a convenient, educational experience offering a marketplace for eye care products and services. Patients can access an extensive catalog with virtual try-on features and skillful recommendations, plus receive health education and engage via forums. The feature-rich platform includes interactive photobooth technology to aid providers' prescription precision and streamlines appointment scheduling. Users can manage appointments and buy eye care products online, boosting provider sales.**Education****Google Project Management**, 2022 **Coursera** **BA Certification**, 2021 **Udemy** **Master of Business Administration** : Insurance and Banking, 2016 **Amity University** - Noida, UP **Internship**, 2015 **Bank of Baroda** - New Delhi, DL **B.Com (Hons)** : Commerce with Maths, 2014 **Bharti College** - New Delhi, DL **Higher Secondary School (CBSE)** : Commerce with Maths, 2011 **Sumermal Jain Public Shool** - New Delhi, DL **Senior Secondary School (CBSE)**, 2009 **Sumermal Jain Public Shool** - New Delhi, DL   |  |

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