

# Niharika

Associate Consultant

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**Profile Summary** - Business Analyst with 3+ years of experience in IT project management with excellent analytical, negotiation, innovative, problem-solving, decision making and interpersonal communication skills. Proficient in all aspects of the Software Development Life Cycle (SDLC) process, Project planning, UX design, Data analysis, user acceptance testing and end user training. Recognized as a valued team player with a track record of leveraging critical thinking and leadership skills in solving complex business problems effectively.

## SKILLS

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- Agile Methodologies
- Requirement Gathering
- Business Analysis
- Stakeholder Management
- JIRA
- Business Process Modelling
- Microsoft Visio
- PL/SQL
- Postman API
- Microsoft Excel
- Confluence

## PROFESSIONAL EXPERIENCE

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### Infosys Ltd. - (*Associate Consultant*)

(May 2022 – Present)

- Working as a Business Analyst in the BFSI domain and leading cross-functional teams, to meet the desired expectations from the users in constraint deadlines.
- Facilitate workshops and meetings with Business/Product Owners to analyze the Business requirements, translating them into functional and technical requirements as part of a **Business Requirement Document (BRD)**, and **adeptly crafting the solution** for the refined requirements through productive discovery sessions with the business stakeholders.
- Engaging with clients to gain comprehensive understanding of their business, **providing strategic recommendations**, and developing feasible solutions to drive business goals within **Agile** process model.
- Conducts **backlog grooming sessions** to elucidate the user stories to the UI and service side developers in the scrum team and obtain estimates for the same.
- Assess impact analysis and risk assessment to evaluate proposed IT changes and enhancements, identifying potential issues and mitigation strategies.
- Helps in defining **User Acceptance Testing** and provides sign-off to production along with user demo sessions.
- Liaise between business and IT to ensure mutual understanding of the process and application. Collaborate with external partners to bring the right expertise and input at all stages of the implementation and launch.
- Ensure project milestones are met, risks are managed, and project deliverables are achieved within scope, time, and budget constraints.
- Reengineer the existing legacy systems, conduct gap analysis for process improvement and optimization.
- Provides a **walkthrough to the client on the implemented functionalities** of the products. Experience in training the user community on each enhancement implemented and **designing training manuals**.
- Excellent hands-on experience with delivery life cycle including **agile ceremonies**, **preparation of BRD/FRD**, **use cases**, **user stories**, **test plans**, data mapping, **Process flow diagrams** using MS Visio etc.

**Infosys Ltd. - (Systems Engineer)**

(July 2018 – Aug 2019)

- Worked as a core IBM Cognos Report Studio developer in a BI (Business Intelligence) project. Built visual reports and dashboards to visualize core business KPIs.
- Synthesized customer insights and proposed changes to landing page leading to 25% increase in conversions.
- Achieved Business Performance improvement by reducing job run time by 40%. Improved process efficiency and customer success rate to 50% by automating processes.

**EDUCATION**

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**PGDM - Insurance Business Management**

(Aug 2020 – Apr 2022)

Birla Institute of Management Technology, Greater Noida

**B.Tech – Computer Science**

(Aug 2014 – May 2018)

Jaypee University of Information Technology, Solan

**CERTIFICATION**

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- Business Analyst Certification Course by QBI Institute, 2021 by QBI
- Agile Software Development by Infosys
- Lean Six Sigma Green Belt, KPMG