

# PINKI CHAUHAN

Business Analyst

New Delhi

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## SKILLS

Software Development Life Cycle (SDLC)

Requirement Gathering

Agile Methodologies

Jira Software ,  
Confluence

Scrum

Wireframe : Figma

Project Management

MS EXCEL, Powerpoint,  
MICROSOFT 365, Visio

Business Intelligence  
Tool: Power BI

Business Requirements  
Analysis and Change  
Request

MySQL

Communication Skills

## EXTRA CURRICULAR ACTIVITIES AND ACHIEVEMENTS

1. Certificate of completion of PLC - SCADA through Sunshine Automation India ltd. (SSAIL), SIEMENS

2. Certified from National Skill Development Corporation NSDC by IT - ITes SSC NASSCOM

## SUMMARY

Around 6 years of overall IT experience, working on delivery and Quality assurance with Agile Methodologies. In-depth knowledge of Software Development Life Cycle, having a thorough understanding of various Phases like Requirement Gathering, Change Management, Business Requirement Analysis, Design, Development, and Manual Testing. Strong Communication Skills, committed to delivering high-quality solutions aligned with business goals, Strategy and Consulting.

To keep in pace with the changing needs of the industry have attained Business Analyst, Project Management, Finance and Agile Scrum Master Certifications. Hands on Experience on User Stories creation and obtaining requirement out of scenarios. Worked across variety of domains and carry hands on Experience of translating business requirements into user stories as a Business Analyst & Project Manager and facilitating end to end deliveries.

Demonstrated ability to collaborate effectively with cross functional teams to achieve organizational objectives. I am innovative thinker with the vision for identifying growth opportunities, strong drive for customer satisfaction, rapidly adapting the technology advances to ensure sustained success.

## EDUCATION

**Arya Institute of Engineering and Technology (AIET), Jaipur, Rajasthan** **2013 - 2017**  
B.Tech  
Electrical Engineering

Affiliated to Rajasthan Technical University (RTU), Kota

**Kendriya Vidyalaya No. 2, Delhi Cantt, New Delhi** **2011**  
CBSE CLASS XII  
Physics, Chemistry, Mathematics and Biology

**Kendriya Vidyalaya No. 2, Delhi Cantt, New Delhi** **2009**  
General CBSE CLASS X

## PROFESSIONAL CERTIFICATION

**Career Essentials in Business Analysis by Microsoft**

**Career Essentials in Project Management by Microsoft** **March 2024**

**Financial Accounting and Analysis by Indian Institute of Management Bangalore (IIMB)** **July 2023 - January 2024**

**Agile Scrum Foundation by Simplilearn**

**Agile Scrum Master (ASM) by Simplilearn**

**Managing Data with Microsoft 365 by Microsoft and LinkedIn**  
Power BI, Excel, Forms, Word, Powerpoint, Planner, Visio

**Project Management Foundations by Project Management Institute (PMI)**

**Agile Requirements Foundations by International Institute of Business Analysis (IIBA)**

## INTERNSHIPS

**1. Indira Gandhi Super Thermal Power Plant, NTPC, Haryana** **August 2016**  
Trainee

**2. Sunshine Automation India ltd. SIEMENS (PLC - SCADA)** **July 2015 - December 2015**

**3. National Skills Development Corporation (NSDC)** **September 2014**

**Maharashtra Advance Careers and Technology Society**  
Customer Relationship Management (CRM)

## ACADEMIC PROJECT

### Home Automation using PLC April 2017

This Project is designed to control home appliances automatically for energy saving purpose. It is a great application of the PLC in daily life. The aim of this Project was to build a home Automation system so that the household could dial into their house with a mobile from the office or even the other places and control their home appliances.

## INTEREST

Exploring

Travelling

Cycling

Table Tennis

Badminton

Cooking

Reading

Singing and Dancing

Gardening

Volunteering and  
Community

## LANGUAGES

English

Hindi

## EXPERIENCE

**CODITRO LLP**  
Business Analyst

**July 2020 - Present**  
Noida

### Key Responsibilities:

- Worked across variety of domains and carry hands on Experience of translating business requirements into user stories as a Business Analyst & Project Manager and facilitating end to end deliveries.
- Involved in the whole SDLC from Requirement Gathering to Delivery of value to customer.
- Interact with the client, Stakeholders and end user to gather data for Requirement Analysis.
- Use various elicitation methods like brainstorming, interviews, workshops to solve the user needs to add value to the company.
- Assign Developers, designer, to rectify tickets generated by the clients. Expert in managing backlog.
- Having knowledge and understanding in BRD, FRD, SRS and RTM. Gather, Analyse, and document reporting through it.
- Hands on working experience in creating functional specifications, Use Cases, User stories, Wireframes and Flow charts.
- Manual Testing Support testing team. Done user acceptance testing before deployment.
- Working as part of the agile methodology, we are using Jira following Kanban and Scrum framework.
- Effectively communicating your insights and plans to cross-functional team members and management.
- Managing projects, developing project plans, and monitoring performance. Updating, implementing, and maintaining procedures.
- Participate in product road mapping, Sprint Review, Sprint retrospective, UAT testing in Agile.

**Savant Infolabs**  
IT Support Engineer

**May 2018 - June 2020**  
Delhi

### Key Responsibilities:

Research, diagnose, troubleshoot and identify solutions to resolve customer issues in IT industry.

Diagnose and troubleshoot technical issues including account setup and network configuration.

Ask customers targeted questions to quickly understand the root of the problem.

Properly escalate unresolved issues to appropriate internal teams.

Provide Prompt and accurate feedback to customers.

Follow up with the clients to ensure their IT systems are fully functional after troubleshooting.

**Tarangan Leisure Private Limited**  
Consultant

**January 2018 - April 2018**  
Gurgaon

Did Website Content Writing

Maintained strong client relationships and high level of customer service. Used Customer Relationship Management (CRM) to boost Client Relationships for company's Business Growth.