

RAVINDER PAL SINGH

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Ghaziabad, India

BUSINESS ANALYST

Experienced IT Business Analyst with over 3 years in website and app development. Specialized in requirements gathering, stakeholder management, and project coordination. Passionate about leveraging technology for business growth and aligning business needs with technical solutions. Proven track record in enhancing user experiences and boosting project acquisition through effective use cases, user stories, and wireframes.

KEY SKILLS

- **Business Analysis:** Feature Listing, Use Cases, Functional Requirement Documents (FRD), User Flow Diagrams, Change Request Management
- **Tools:** Balsamiq, Figma, Canva, Lucid Charts, MS Word, MS PowerPoint, VISIO, MS Excel, Microsoft Teams, Zoom, JIRA, Zoho, Basecamp
- **Development Knowledge:** Custom Developments (Website & App), WordPress, Shopify
- **Methodologies:** Software Development Life Cycle (SDLC), Agile, Waterfall
- **Languages:** English, Hindi, Punjabi

EDUCATION

Master of Business Management
Amity University
2023 – Present

Bachelor of Science
CSJMU, Kanpur
2019 – 2022

12th Standard
CBSE Board
2018 – 2019

10th Standard
CBSE Board
2016 – 2017

PROFESSIONAL EXPERIENCE

Business Analyst

Ebizon Net Info Private Limited, Noida

Dec 2022 - Present

- Translated intricate client BRDs into clear, actionable project roadmaps.
- Crafted impactful use cases and user stories to enhance user experiences.
- Developed proposals tailored to client specifications, boosting project acquisition.
- Created precise task sheets to manage resources effectively.
- Drafted persuasive RFP responses, securing new business opportunities.
- Designed streamlined workflows to optimize project processes.
- Built detailed wireframes using Balsamiq and Figma, defining project scope accurately.
- Presented solutions confidently, fostering strong client relationships.
- Utilized Microsoft Office tools for exceptional documentation and efficiency.

Business Analyst

Brancosoft Private Limited, Noida

Sep 2021 - Dec 2022

- Collaborated with stakeholders to devise tailored solutions for business challenges.
 - Contributed to comprehensive business proposals development.
 - Aligned client needs with software functionalities, ensuring satisfaction.
 - Defined project scopes and objectives aligned with business goals.
 - Proficient in Microsoft Office suite for analysis and reporting.
 - Proactively managed potential risks and resistance within projects.
 - Conducted thorough business improvement reviews for continuous enhancement.
 - Facilitated productive meetings with project teams for alignment on deliverables and timelines.
 - Developed comprehensive test plans and scenarios for effective validation of business requirements.
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