Sakshi Bajpey

Business Analyst – II

Cg, India　　　　Mob-+918602450761　　　　sakshibajpey@gmail.com

| | Product Management | | Business Analysis | | Consulting

QUALIFICATION SUMMARY

Responsible, dedicated Business Analyst with 3 years of experience in e-commerce/SaaS/IT services &consulting. Looking for job opportunity where I can contribute for the betterment of Company and Product by using my skills, Experience and forward-thinking work with optimizing operations and analysing the company's fast-moving products.

KEY SKILLS

- ✔ JIRA, Roadmap, Sprint
- ✔ Microsoft office (word, Excel)
- ✔ User Acceptance Testing
- ✔ Confluence, Documentation
- ✔ Problem Solving

- ✔ Requirement gathering
- ✔ Product analysis
- ✔ Business Analysis
- ✔ Agile Methodologies
- ✔ Communication & Soft skill

- ✔ CRM, ITSM
- ✔ BRD, FRD
- ✔ User Stories
- ✔ SDLC, PDLC
- ✔ Adaptability

CERTIFICATIONS / ACHIEVEMENTS

❖ **Business Analysis Basics Certification - from Simplilearn**　　　**(July 2023 - December 2023)**

❖ **Business Analysis Course - from EDUCBA**　　　**(August 2023 – May 2024)**

RELEVANT PROFESSIONAL EXPERIENCE

Business Analyst II　　　　**June 2022 - March 2023**
BrandMuscle (IT services &Consulting / SaaS)　　　　Bangalore, India

Excellent Experience working on a Product team with the Director of product, product managers, development teams, and stakeholders, Responsible for End-to-end product life cycle for value enhancement, growth, and customer satisfaction served with ownership.

- Worked as a Business analyst in the product teams and helped to derive actionable insights and product requirements Also contributed to improving Products that solve business problems and business requirements for End users.
- Conducted Functional testing of the built product by creating and executing test cases based on defined functionality. Conducted training for the engineering teams on the specifications and functionality of new products/modules.
- Worked on Scripting, (UAC), Story and created the documentation for completed Sprints. Driven Sprint Planning Meets at the beginning of a sprint to explain to the development teams about requirements. Worked On Share-Point to store, organize, share, and access information.
- Identified new product features for enhancement based on business opportunities by assessing feasibility and requirements And Supported the Product Team in developing & testing the efficiency of new product releases and features.
- Supported in the definition of acceptance criteria & perform UAT Also helped the product team with feature testing when required.
- Conducted all the requirement-gathering sessions with the client. Worked closely with the (UI /UX) design team to come up with an appropriate mockup based on client requirements. Documentation of requirements and designs in JIRA as user stories.
- Worked with Dev & QA teams to convey the exact expectations from the client. Conducted demos for the client at the end of each sprint. Created functional design documents, and worked on JIRA.

☐ Experienced working in agile methodology, Scrum methodology, Waterfall model, and Test-driven development. Worked with Reports (Summary reports, tabular reports, Pie charts), Dashboards, and Report folders for different user profiles as per the requirements. Experienced in working with clients to map out their existing Business Processes and providing system-based solutions that increase efficiency and reduce operating costs.

Business Analyst   **Jan 2020 –May 2022**
Whitehatjr (Tech /E-commerce)   Mumbai, India

Rich exposure working while analyzing the customer and product requirements to give customers satisfactory results by enhancing the product as per requirements.

- Created business case and tied it to product value proposition based on identified market opportunity, Explained the connections between larger business goals and small backlog items for team members. Made quick decisions and supported the Product Managers to make sure that they constantly prioritized the right things.

- Ensured the quality of the delivery by setting acceptance criteria and performing end-user testing, always with a focus on the customer experience. Aligned the release from a quality perspective to meet end users' expectations to achieve operational excellence. Collaborated across departments and functions and was comfortable working with ambiguity. Also Supported on Marketplace contracts to secure stability in IT operations

- Effectively communicate insights and plans to cross-functional team members and management. Gathered critical information from meetings with managed MOM and produced useful reports. Provided leadership, training, coaching, and guidance on products to junior staff.

- Ensured solutions meet business needs and requirements. Performed user acceptance testing. Updated, implemented, and maintained procedures. Monitored deliverables and ensured the timely completion of projects.

- Driven sprint planning calls at the beginning of a sprint. Worked closely with the design team to come up with appropriate designs based on client requirements. Documentation of requirements and designs in JIRA as user stories.

- Worked on CRM for customer management and created functional design document, user manual, and change request document, Responsible for proactively developing business relationships and securing additional.

- Given solutions to complex functional problems needed in Product development relating t o the subject matter, Also gathered, analyzed, and understood customer and business needs and understood the impact against product backlog and impact on the team. Integrated qualitative and quantitative research, product analysis, and customer insights into product requirements.

ADDITIONAL

- **Languages:** English, Hindi.

- Got employee of the month multiple times**.**

EDUCATION

Bachelor of Engineering (Computer Science)

-Rungta collage of engineering and technology- R1

Bhilai, Chhattisgarh