

SAKSHI DHODRA

☎ : +91-8146942168 | ✉ : sakshidhodra47497@gmail.com | in : [linkedin/Sakshi_Dhodra](https://www.linkedin.com/in/Sakshi_Dhodra)

Techno functional individual with exposure of working on self-service application projects for the USA and Canada based Utility clients. Enriched in exposure of deriving client's business requirements by meticulously assessing all business systems and processes. Hosted client-facing meetings to gather and document detailed technical product requirements. Committed to delivering comprehensive insights and driving successful product outcomes. Looking for Business Analyst roles or similar opportunities where I can demonstrate my skills to bring growth and value to the organization.

PROFESSIONAL EXPERIENCE

Smart Energy Water (May 2023 - Present)

Sr. Product Analyst

- Worked closely with the development team to ensure seamless integration of new features and functionalities into existing systems, leading to a 15% increase in overall system performance.
- Liaise with stakeholders to analyse and document business and data requirements of risk areas, facilitating effective communication and fostering a collaborative work environment.
- Elucidate client's requirements efficaciously and performing daily scrum calls to streamline team operations whilst keeping track of work
- Understand requirements, research and perform analysis of complex system requirements/capabilities and provide solutions
- Responsible for Product Documentation which involves creating DOUs, FRDs, User Stories, Confluence updates and API analysing through postman.
- Perform reviews, walkthroughs and helping the team on the business understanding
- Define, maintain & prioritise product backlog (features/stories) to guide the agile team
- Skilled in team building, resource management, problem-solving and multitasking.
- Strong knowledge of quality assurance methodologies, processes, and tools.

Smart Energy Water(Jan 2021 - Apr 2023)

Product Analyst

- Conducted thorough analysis and documentation of current business processes, identifying gaps and areas for improvement and proposing innovative solutions to enhance operational efficiency.
 - Driving Sprint Planning, Roadmap Execution, and Product Releases.
 - Creating Wireframes to assist UI designers and teams by using tools such as Adobe XD, Figma, and Moqups.
 - Maintained Requirements Traceability Matrix(RTM) to track whether all test cases meet business requirements
 - Discover market opportunities and propose potential future products
 - Provided end-user training and support during software implementations, leading to reduction in user-related issues post-implementation.
 - Resolved escalations from clients and stakeholders and implemented action plans to effectively tackle issues.
-

SKILLS

❖ Key Skills

Product Management, Planning and Roadmapping, Bug Management and Tracking, Quality Assurance, Root Cause Analysis, Data Troubleshoot, Data Modelling, Process Modelling.

❖ Tools and Techniques

JIRA, SQL, Postman, Figma, Confluence, MS-Office, draw.io, Pencil, Visual Paradigm, HP-ALM, TestRail, Moqups, Adobe XD.

❖ Document Writing

BRD, FRD, Context Diagram, Requirement Gathering, Client Interaction, User Stories Creation, UML diagrams, Wireframing.

❖ Soft Skills

Good Communication, Adaptability, Decision-Making, Teamwork, Time Management, Risk Management.

EDUCATION

- B.Tech - Computer Science Engineering, Thapar University, Patiala (*July 2017 - June 2021*), **CGPA : 7.96**
 - Senior Secondary - Sacred Heart Convent School (CISCE Board), Ludhiana (*2017*), **86.20%**
 - Secondary - Sacred Heart Convent School (CISCE Board), Ludhiana (*2015*), **89.40%**
-

AWARDS AND ACHIEVEMENTS

- Smart Energy Water - **Excellence Award** (*Jan 2022*)
 - Smart Energy Water - **Pat on the Back Award** (*May 2023, Dec 2023, April 2024*)
 - Smart Energy Water - Promoted to Senior Quality Engineer (*April 2023*)
 - 3rd Rank in ELC Activity organized by Thapar University(*May 2019*)
-