

# Shailendra Tiwari



## Contact

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## Skills

- Agile methodologies
- Stakeholder management
- Expertise in Software Development Life Cycle Agile/Scrum
- Waterfall Methodology
- Project tools- Gantt Chart, Project Burn-up & Project Burn-down Chart. MS Office -Word, Excel, Power Point
- Knowledge of JIRA Project management tool.
- Postman Tool
- MySQL
- Microsoft Visio
- Figma tool
- Stakeholder engagement
- Regression testing
- BRD
- FSD
- SoapUI
- API Integration
- SDLC

## Summary

A Professional IT Business Analyst with 3.5 years of experience in Requirement Gathering and analysis, Interpretation, Impact Analysis, Client Management, hands-on project management, and team handling. Excellent record in meeting project deadlines and achieving project objectives within budget ensuring quality assurance

## Experience

### IT Business Analyst

Lastminute.com | Bengaluru, India | Nov 2021 - Current

- As a Business Analyst, my role is to understand the requirements of the Client. Prepare Functional Requirement Document, conduct walkthrough meetings and requirement Analysis, meeting with client to discuss the quotation and to keep the client in the loop, perform Functional testing on Dev environment before deployment on QA environment.

### Project Associate

MSol Technologies Pvt. Ltd. | Jabalpur, India | Jan 2021 - Oct 2021

- Proficient in working closely with project managers to understand and maintain focus on their analytical needs, including identifying critical metrics and KPIs, and deliver actionable insights to relevant decision-makers

## Certifications

- Business Analyst Certification from Giant Soft Tech
- Project Management Certification from Udemy

## Projects

- **Project Name:** Integration of Agent portal with CRM
- **Project Description:** The objective behind integrating the agent portal with CRM is to allow uninterrupted data between two platforms, this will ensure that all the data related to customers will remain consistent across both the systems, also by accessing data in real timings will help the agent to provide more responsive service.

- Defect Management Tool
- Project Schedule
- Project Status Report
- Project Quotation
- Budgeting

## Education

IITM

Gwalior, MP

Master of Business

Administration

2020

Govindram Seksaria College  
of Commerce.

Jabalpur, MP

Bachelor of Commerce:

Commerce

2017

- **Roles and Responsibilities:-** As a Business Analyst, my role was to understand the requirements of the Client. Prepare BRD, and FRD, conduct walkthrough meetings, Requirement Analysis, and meeting with a client to discuss quotations and to keep the client in the loop. Costing and Estimation, Preparation of Project Quotation, and Performing functional testing on the Dev environment before deployment on the QA environment, Identifying and removing any impediments that may be preventing the team from delivering value.
- **Project Name:** AIC.
- **Client Name:** WIPRO Technologies.
- **Project details:** Responsible for requirement understanding of each and every Module development Notification, R&D, and Claims. Conducting daily Scrum Meetings. Identifying and removing any impediments that may be preventing the team from delivering value, Ensuring that there is clear communication between the team, the Product Owner, and any other stakeholders, and Updating JIRA. Duration: 12 Months.
- **Project Name:** Enhancements and Change Requests
- **Project Description:** Enhancements and change requests were there to complete under this project, the requirements were pertaining to multiple applications of various clients, applications including websites, Mobile apps, database changes, backend changes, etc.
- **Roles and Responsibilities:** As a Business Analyst, my role was to understand the requirements of the Client. Prepare BRD, and FRD, conduct walkthrough meetings, Requirement Analysis, and meeting with a client to discuss quotations and to keep the client in the loop. Costing and Estimation, Preparation of Project Quotation, and Performing functional testing on the Dev environment before deployment on the QA environment, Identifying and removing any impediments that may be preventing the team from delivering value. Ensuring that there is clear communication between the team, the Product Owner, and any other stakeholders, Updating JIRA. Duration: 12 Months
- **Role:** Business Analyst/Scrum Master
- **Project methodologies:** AGILE and Waterfall both 1 according to the client's preferences and recommendations.
- **Project Name:** Front End Application Development
- **Project Description:** The purpose of this implementation is to improve the overall efficiency of the sales team by allowing them to record the last activity done by the user to the potential prospect. Thus keeping in the record in the database and if the sales order is "Order lost" or "Order confirmed" in the two weeks then automatic email will be sent to the prospect.
- **Roles and Responsibilities:** Responsible for requirement understanding of each and every Module development Notification. Conducting daily Scrum Meetings. Identifying and removing any impediments that may be preventing the team from delivering value, Ensuring that there is clear communication between the team, the Product Owner and Updating JIRA.