SHEETAL SHARMA

Business Analyst- 5 YE

08.sharma.sheetal@gmail.com| 8859508948

LinkedIn | Noida

PROFILE

- Organized and detail-oriented Business Analyst with around 4.5 years of tenure, excelling in team handling, product management, and successful delivery. Expertise in collaborating with cross-functional teams, prioritizing product backlog, managing releases, and ability to analyze customer feedback to identify opportunities for product improvement.
- Actively seeking an opportunity to leverage my skill set and contribute to the development and execution of strategic initiatives in a challenging professional setting.

WORK EXPERIENCE

Uneecops Technologies Ltd.   Noida, (Nov 2021 – Present)

Laboratory Diagnostic Application for Mankind Pharma and Pathkind Labs
AI-driven MSME Online Dispute Resolution Portal: For the Ministry of Commerce

- Acting as a Product Owner within the scrum team, grooming the product backlog, prioritizing the requirement, and managing sprint releases. Took ownership of a product, translating the roadmap into product backlog: User Story & Acceptance Criteria, Managed product improvement suggestions.
- Interacting with various stakeholders, and end users to identify the business process and specify the requirement,
- Prioritized the task in the product backlog, collected feedback from customers' cross-functional departments, conducted product surveys, and analyzed the market trend analysis
- Demonstrated effective leadership by guiding and overseeing a team of developers and testers in the meticulous planning, execution, and management of testing activities.
- Collaborated with subject matter experts, designers, and developers to implement the requirement, and ability to influence the team based on data-backed solutions.
- Assist the QA lead in formulating test strategies and meticulously creating RTM documents aligning the stakeholder requirement with product vision for maximum business value, performed acceptance testing (UAT support & production support)
- Monitors project progress by tracking activity and pending tasks of the project. Track all the issues in functional testing and get them resolved timely, increasing customer satisfaction
- Setting up training sessions for functional walkthroughs to stakeholders and Product demonstrations to business users. Handling client queries during demo and providing support after implementation and for production issues.

Sterco Digitex Pvt Ltd   Noida, (Feb 2019 – Oct 2021)

Business Analyst- E-commerce Marketplace, B2B and B2C Platforms

- Evaluated business process, conducted functional and technical analysis of an existing system to find the gap, suggested action plan within shifting priorities and competing demand of the organization
- Involved in requirement gathering session, capturing, validating, and documenting the proposed software solution, communicated the requirement with the engineering team to get the estimation.
- Created wireframes of web application and mobile applications, BRD, FRD, and SRS documents
- Performed user acceptance testing for web applications and mobile apps, auditing the functionality of deliverable quality before and after release to ensure quality product implementation, reported the issues, and found the root cause.

BrancoSoft Pvt. Ltd.   Noida, (July 2018 – December 2018)

Business Analyst Trainee

- Coordinated with the presales team in responding to RFPs, prepared Business Proposals, and presented to clients.
- Collaborated with the Project team in solution development and coordinated with the engineering and product team
- Supported in providing effective technical solutions for customer success, collaborating with cross-functional teams to address customer concerns.

SKILLS

Tools and Expertise

- Balsamiq Mockups (Wireframes)
- Axure RP 9, Just in Mind (Prototyping Tool)
- Lucid Chart and Drawio (Data Flow Diagram)
- Jira and Trello
- Microsoft Office
- BRD, FRD, Business Process Modelling
- SDLC methodology: Agile Principles and Scrum

Technical Skills

- E-commerce (Magento, WordPress), Custom CRM, Logistics Application
- Healthcare/Diagnostics, E-Governance/IT Domain
- User Acceptance Testing
- Training and Mentoring
- Cross Functional Coordination and Collaboration
- Excellent Written and Verbal Communication
- Team/People Management, Stakeholder Management

PROJECTS

- **MS ME Samadhaan ODR Portal:** AI-driven Online Dispute Resolution Portal for the Ministry of Commerce enabling MS MEs to file a case regarding delayed payment and get a quick resolution through an online judication service
- **Laboratory Information System:** Laboratory Diagnostics Application for Pathkind Labs enabling their centers to manage patient samples, automate the laboratory workflow by integrating lab instruments, track samples, and validate the diagnostic results to generate patient reports.
- **Appointment Booking App:** Android app for booking pathological tests/packages, scheduling sample collection at home, and booking doctor's appointments.
- **Sathi Phlebo Logistics Application:** In-house Android application for Phlebotomy of Pathkind Lab to allow sample collection and tracking of the sample location throughout the Pathkind Labs centers
- **Lakhani Footwear:** B2B E-commerce Website for dealers/wholesalers allowing them to browse the product catalog, place customized bulk orders, create backorders for upcoming sales with changing payment terms for specific dealers, and their defined credit limits.

EDUCATION AND CERTIFICATION

Certification:

- Product Management: Building a Product Roadmap, PM- Dec, 2023
- Scrum Fundamentals Certified (SFC), SCRUMstudy- Dec 2023
- Business Analysis- Tools and Techniques, IIBA- July, 2022

Qualification:

- Master of Computer Application from Abdul Kalam Technical University, 2018
- Bachelor of Computer Application from DBRAU, 2015