Shefali Sharma

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SUMMARY

Business Analyst with 2.5+ years of experience in analyzing business processes, defining requirements, and implementing innovative technology solutions with the help of various tracking boards (Azure and Jira) & methodologies, and to be a part of an organization where creativity recognized and well rewarded.

- Track Record: Successfully translated business needs into actionable IT initiatives, driving operational efficiency and improving overall business performance.
- Collaboration: Effective at working with cross-functional teams, stakeholders, and technical experts to achieve organizational goals.
- Project Management: Experienced in managing projects, integrating systems, and optimizing processes.

SKILLS

Azure, Jira, Sprint Planning, Agile Methodology & Scrum, SQL Basic, MS Office, Postman.

EDUCATION

Post Graduate Diploma in Management in 2022.   GL Bajaj Institute of Technology and Management
Bachelor of Commerce in 2020   PK University

PROFESSIONAL EXPERIENCE

HD & ND Pvt Ltd.
Junior Business Analyst | Hotel Management System   12/09/2022 - 31/05/2024

- BRD and FRD: Contributed to Business Requirements Document (BRD) and Functional Requirements Document (FRD).
- Process Improvement: Implemented an efficient process for gathering business requirements, reducing project delivery time by 15%.
- Project Overview: Contributed to the development of a web-based Hotel Management System. The system centralized hotel operations, including customer reservations and revenue optimization.
- Submodules:
  - Dashboard: Monitored key performance indicators (KPIs) such as occupancy rates, revenue per available room (RevPAR), and customer satisfaction scores.
  - Document Upload: Streamlined document upload process for guest reservations, contracts, and compliance records Reduced upload time by 30%.
  - Accounts & Revenue Management: Oversaw financial aspects and Identified cost-saving opportunities, resulting in a 10% reduction in operational expenses.
  - Inventory Room Management: efficiently to maintain optimal occupancy levels and achieved a turnover rate of 2.5 times per month.
- Responsibilities:
  - Gathered market trends and user requirements to make IMS 25% faster.
  - Collaborated with cross-functional teams and stakeholders to reduce application complexity by 30%.
  - Created user stories and evaluated acceptance criteria.
  - Coordinated with on-site and offshore teams to reduce defect rate by 21%.
  - Provided technical leadership and addressed reported 40+ issues.
  - Participated in software product definition to reduce the API calls by 34%.
- Environment: Utilized Jira for retrospectives, scrums, and daily standup calls.

CERTIFICATIONS

- SQL Basic
- Certified Professional in Project Management (CPPM-GAQM)
- Scrum Agile project Management + ONLINE Scrum Master Certification
- Professional Diploma in Business Project Management by MTF Institute
- business intelligence with Quicksight and tableau