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

Radish Technologies   **15/04/2024 - Present**
Project Coordinator | Inventory Management System

- BRD and FRD: working on BRD and FRD of production management plant to track the product development and quality checks.
- Worked on the modification requirements of IMS and its integration with PMS to 30% APIs.
- Provided technical support for end-users and resolved escalated issues.
- Environment: Utilized Jira for retrospectives, scrums, and daily standup calls.

HD & ND Pvt Ltd.   **12/09/2021 - 12/04/2024**
Junior Business Analyst | Hotel Management System

- 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%.

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