# Shresth Kumar Tiwari

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# Targeting Challenging Role as an IT Business Analyst

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|  | **KEY SKILLS** |  |  **PROFILE SUMMARY** * A result-oriented **BCA (Bachelors of Computer Applications)** professional with **3+ years of hands-on experience as IT Business Analyst.**
* Leveraging **data-driven insights** to optimize business processes and improve decision-making. Proficient in **Power BI, Tableau**, and **SQL**, with a proven track record in project management, task management, and **stakeholder collaboration.**
* In depth knowledge of different **Systems Development Lifecycle (SDLC) methodologies** like **Waterfall**; **Agile Methodologies** such as **Scrum**, **Kanban**, and **Sprint Planning**.
* Led stakeholder interviews and analysis of **business requirements** to develop **Functional** and **Non- Functional requirements** and preparing different artifacts such as **Functional Specification Document (FSD), Software Requirements Specification (SRS), Business Requirements Document (BRD)** and manages **Stakeholder.**
* Experience in designing and implementing interactive **dashboards and reports** using **Power BI and Tableau**, enabling data-driven decision-making and **KPI tracking**.
* Proficient in **integrating** data from multiple sources, performing data analysis, and **optimizing dashboard** performance for efficiency and accuracy.
* **Reduced reporting time by 30%** through automated reporting processes using Power BI
* Expertise in developing cutting-edge online platforms, demonstrated through the successful execution of an advanced food delivery application. **Prioritized stakeholder expectations**, conducted comprehensive SWOT analysis, and collaborated with UX/UI designers to define intricate user experiences.
* Excelled in steering a mobile travel application project, conducting thorough user needs analyses, platform selection, and defining key features. Proficiently utilized **Balsamiq for wireframing**, **UML** for visual representations, and **agile methodologies** for iterative development.
* Proficient in creating **Wireframes** and prototyping **static and dynamic User Interface** with **MS Visio 2021, Balsamiq 4.4**
* In-depth knowledge of Systems Development Lifecycle (SDLC) Agile Methodologies such as **Scrum**, including **Epics, Backlog Management** **Sprint Planning**, **Daily Stand-ups**, and Retrospectives, and **Kanban.**
* Conducted thorough process flow analysis and stakeholder analysis to identify and address inefficiencies.
* Proficient in employing **SQL**, extracting meaningful insights that informed strategic decision-making. Produced regular reports and **dashboards**, incorporating feedback from **wireframes** and **prototypes**.
* Implemented a structured **change management** process to manage project scope changes effectively, minimizing disruptions to timelines and resources. Maintained a **Requirement Traceability Matrix** **(RTM)** to validate project requirements throughout the development lifecycle. Developed **Use Cases** and defined **Acceptance Criteria** to align deliverables with stakeholder expectations.
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|  | **User Stories Business Process Model****and Notation 2.0****Requirement Engineering Wireframe Brainstorming Requirement Elicitation Customer Satisfaction Request for Proposal****Jira Certified** **Bizagi Certified** **Power BI/ Tableau** **SQL****UAT** **UML** |  |
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 **ORGANISATIONAL EXPERIENCE**

 **Coditro Technology, Noida**

 **Business Analyst June’21 to Present**

**Project 1 (Food Delivery Application):**

**Objective: The project aimed to develop an advanced online food delivery platform, prioritizing cutting-edge technology and user-centric features, to enhance the overall dining experience and cater to the demands of a digital-savvy audience.**

* Led the development of an advanced food delivery platform, resulting in a **20% increase** in user engagement and a **15% rise** in order completion rates.
* Elicit and document precise project objectives, incorporating stakeholder expectations, market research insights, and differentiation strategies to guide the development of a food delivery platform.
* Compile **SWOT analysis** reports and market research findings, identifying key players, user preferences, and market gaps.
* Managed **Epics** by breaking down large, complex features into smaller, actionable user stories to streamline project execution
* Produce **wireframes, mockups, and prototypes** for the online platform, ensuring optimal user engagement and satisfaction.
* Designed and developed interactive **dashboards** in Power BI, integrating data from multiple sources to provide actionable insights and optimize performance.
* Develop integration specifications for onboarding local restaurants onto the platform, including menu integration, pricing structures, and promotional features. Collaborate with technical teams to ensure seamless implementation.

#  Project 2 (Travel Application):

# Objective: Develop a mobile travel application to streamline the user experience, offering features such as itinerary planning, real-time updates, and personalized travel recommendations.

* Conduct a thorough analysis of user needs and expectations, gathering insights through surveys and user interviews to inform the app's feature set.
* Choose the most suitable platform (**iOS, Android, or cross-platform**) based on target audience and market trends.
* Define key features, including itinerary creation, real-time travel updates, booking functionality, and personalized recommendations. Prioritize features based on user preferences and industry standards.
* Collaborate with designers to create an intuitive and visually appealing **Wireframes, mockups, using Balsamiq** and MS Visio that enhances user engagement and simplifies navigation.
* Coordinate the launch of the travel application, including a marketing strategy to promote the app.
* Utilized **UML** to create comprehensive visual representations, including use case diagrams for system interactions and class diagrams for static structures, enhancing communication.

#  Key Result Areas:

* Engaged in **Scrum ceremonies**, **daily stand-ups**, **Sprint planning**, and **retrospectives** to facilitate effective communication, identify impediments, and drive continuous improvement.
* Utilized **Bizagi and Visio** for detailed **process modeling**, creating flowcharts and swimlane diagrams to visualize complex workflows.
* Regularly refined and prioritized the **product backlog** to ensure alignment with project goals and stakeholder expectations.
* Led **stakeholder interviews** and workshops to gather detailed business requirements.
* Consistently delivered high-quality business requirements documents **(BRDs)** and functional requirement documents **(FRDs)** that contributed to the successful launch of key projects.
* Employed **Balsamiq for wireframing** and **prototyping**, ensuring a visual representation of system interfaces and functionalities.
* Designed and **developed and tracked interactive dashboards** using Power BI and Tableau to visualize **KPI**, enabling stakeholders to make data-driven decisions.
* **Integrated data** from multiple sources, including SQL databases, Excel spreadsheets, and cloud services, transforming it using **Power BI’s Power Query** and Tableau’s data preparation tools.
* Interacted between customer and development team to convert client requirements into **user stories** for the development team and identify **test cases** for **UAT**.
* Utilized **SQL** for data analysis, extracting insights to inform strategic decision-making.
* Produced regular **reports and dashboards**, incorporating feedback from wireframes and prototypes.
* Maintained project documentation meticulously using tools like **Jira**, ensuring version control for **BRDs**, **FRDs**, **KPIs**, and **SRS**.
* Utilized **burndown charts** and estimated **story points** for **sprint planning** to monitor project progress, identify bottlenecks, and facilitate accurate workload distribution, ensuring alignment with project deadlines.
* Created customized reports and **visualizations** in Power BI and Tableau to meet specific business requirements, improving insights into sales, marketing, and operational performance.
* Fostered a culture of continuous improvement within the **Agile** team.
* Collaborated with **QA teams** to identify and address issues before implementation.
* Implemented automated reporting processes using **Power BI**, reducing manual effort, and increasing report generation speed and accuracy.
* Created **Entity Relationship Diagrams (ERD)** and other data models to represent and optimize data.
* Evaluated and selected vendors through **Request for Proposal (RFP)** processes to meet project needs.

#  IT SKILLS

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| **Methodologies** | SDLC, Agile/Scrum, UML, BPMN 2.0 |
| **Modelling Tools** | MS Visio-2021 Bizagi, SQL. |
| **Documentation** | MS Office (MS Word, MS Excel, MS Visio) |
| **Operating System****Visualization Tools** | WindowsPower BI, Tableau |

 **ACADEMIC DETAILS**

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| 2021 | **BCA (Bachelors of Computer Science)** from SRMU, with 61% |
| 2017 | **12th** from Shri Shyama Das Inter college, NIOS, Maharaj Ganj with 68% |
| 2015 | **10th** from RPM Academy, CBSE, Gorakhpur with 70.04% |

 **CERTIFICATIONS**

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| QBI Institute, Noida | Professional Level IT Business Analyst Program **2023** |
| Bizagi | Process Modelling **2023** |
| Atlassian | JIRA Fundamentals Badge **2023** |

#  PERSONAL DETAILS

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| Date of Birth | 17th November 1998 |
| Address | Gaur City 1 Greater Noida (Delhi NCR) 203009 |
| Languages | English and Hindi |
| Willing to relocate | Yes |