



# Shreya Gupta

## Software Engineer

### My Contact

✉ gshreya221@gmail.com

☎ +91-7051036175

📍 Delhi

🌐 [Shreya Gupta](#)

### Hard Skill

- SQL Database
- Python, Java, C, C++
- Database Management System
- Microsoft Office
- Microsoft Power BI
- Process Improvement
- Analytical Skills
- Technical Documentation
- Agile and Scrum Methodologies

### Soft Skill

- Requirement Analysis & Gathering
- Client relationship Management
- Business Analysis
- Stakeholder communication
- Multi-tasking and Decision making
- Collaboration and teamwork
- Problem Solving and Critical Thinking
- Emotional Intelligence
- Interpersonal skills

### Education Background

- Pimpri Chinchwad College of Engineering, Pune, India

*Bachelor of Engineering, Electronics and Telecommunication*

Completed in 2022

### About Me

Results-driven and detail-oriented Business Analyst with 2+ years of experience analysing business processes, identifying improvement opportunities, and delivering actionable insights for strategic decision-making. Eager to adapt new skill sets and explore new opportunities and challenges in the field of business analysis. . Skilled in data analysis, requirements gathering and project management.

### Professional Experience

Business Analyst (Client) -LTIMINDTREE (L&T)  
*Nov 2023 – Present*

Key responsibilities:

- Analyze business needs to ensure quality process implementation of the project.
- Provided exemplary customer support by consistently delivering prompt and effective solutions to meet users' needs.
- Maintained meticulous records of ticket issues and their resolutions, documenting changes made in different application.
- Proficiently delivered documentation formats for different applications such as BRD, KCD, HLD.

Business Consultant (Client) - LTIMINDTREE (L&T)  
*Nov 2022 – Oct 2023*

Key responsibilities:

- Creating comprehensive IT monthly reports using MS Office skills for top-level management, providing insights into IT performance and operational efficiency.
- Real-time monitoring of quality metrics and software license management by developing Power BI dashboard.
- Management of server vulnerabilities by identifying and creating SBIs while coordinating and assisting application teams.
- Overseeing the progress of projects funded by Microsoft and involving multiple vendors

Graduate Trainee - LTIMINDTREE (L&T)

*July 2022 - Oct 2022*

Key responsibilities:

- Manual testing
- Automation Testing
- Identifying bugs and errors using testing tools

### Certifications

- SQL for Data Science By Coursera
- Python specialization by Coursera
- Generative Artificial Intelligence
- Excel Essentials
- Business Continuity and Resilience