**Swastika Mourya**

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**98269-06170**

**Summary:**

* A highly integrated professional experienced in Business Analyst and software development life cycle, including analysis, design, development, testing and implementation of software applications in **E-commerce** and **BFSI** as Business Analyst.
* Proven experience in the entire software development life cycle processes such as analysis, design, development, testing, defect management, implementation, and maintenance. Have very good analytical ability and problem-solving skills.
* Played a pivotal role in collaborating with various stakeholders, conducting workshops and one-on-one sessions, meticulously gathering, and analysing requirements, and re-designing functionalities.
* Experience in user requirements gathering, use case design and analysis, use case specifications, use case models, system development, business processes, workflow diagrams, process flows and technical documentation.
* Proficient in analysing and verifying requirements for completeness, consistency, comprehensibility, feasibility, and conformity to standards.
* Experienced in documenting requirement using Unified Modelling Language (Use Case and Activity Diagrams) also building business Process Flow Charts using tools such as Figma, Whimsical, Lucid, MS – Visio, Paradigm.
* Attended backlog grooming session, giving business analysis on written user stories, and participated in stand-up meetings and scrum meetings/ceremonies.

**Technical Skills:**

* **Documentation Tools:** Microsoft Office-MS-Word, MS-Excel, MS-PowerPoint
* **Project Management Tools:** JIRA
* **Methodologies:** Scrum/Agile, Waterfall
* **Data Visualization (BI) Tools:** Tableau, Power BI
* **Design tool:** Figma, MS Visio, Paradigm/Lucid chart
* **Testing:** Functional, Regression, UAT

**Professional Skills:**

* **Core Skills:** Agile Team Facilitation, Scrum and Kanban, Requirement Analysis, and Project Management
* **Exceptional skills** in gathering, analysing, and translating business requirements into functional specifications that are used to design and implement business solutions.
* **Agile ceremony Facilitation**: Stand-Up, Sprint Planning, Sprint Grooming, Sprint Reflection, Sprint Review
* **Expertise:** Agile Principles, Communication, Project Management, Iteration/Sprint Planning Meetings, Relative Estimation, Conflict Resolution, Business Analysis, User Stories, Working Knowledge of SQL

**Education:**

* PGDCA, Makhanlal Chaturvedi National University, Bhopal, M.P, 2018
* Bachelor Com (Hons.), DAVV, Indore, M.P, 2016
* Higher Secondary School, M.P. Board, 2013
* High School, M.P. Board, 2011

**Experience:**

**Savant Info labs Pvt. Ltd, NCR**

**Business Analyst** **Sep 2022 – Present**

**Associate Business Analyst** **Jan 2020 – Mar 2022**

**Responsibilities:**

* Involved in full software development life cycle from requirement gathering to delivering the projects to the stakeholders.
* Played a pivotal role in collaborating with various stakeholders, conducting workshops and one-on-one sessions, meticulously gathering, and analysing requirements, and re-designing website functionalities
* Ensuring communication with all the stakeholders and bridging the gap between clients, management, developers, and stakeholders interact with the client, stakeholders, and end user to gather data for requirement analysis.
* Involved and supported in preparation of business analysts’ artifacts such as BRD and FRD **according to IEEE standards**, RTM, user story along with use case design and analysis, use case specifications, use case models, system development, business processes, workflow diagrams, process flows and technical documentation.
* Experienced in documenting requirement using Unified Modelling Language (Use Case and Activity Diagrams) also building business Process Flow Charts using tools such as Figma, Whimsical, Lucid, MS – Visio, Paradigm.
* Coordinated Requirement Gathering sessions for gaining detailed business and system requirements and maintained requirements and changes using Requirement Traceability Matrix (RTM) to track them.
* Created user stories in JIRA and created and managed the task associated with the respective user story by being in regular communication with the development team.
* Developed release plans, burn-down metrics, business logic documents, release notes, post-implementation logs, action summary logs, pre/post validation documents, and manuals, and managed tasks.
* Followed agile methodology ceremonies to facilitate sprint planning meeting to prioritize user stories on the sprint according to the roadmap defined by product owner.
* Attended backlog grooming session, giving business analysis on written user stories, and participated in stand-up meetings and scrum meetings/ceremonies.
* Actively involved in generating test cases for each phase deliverable and documented the results in production and test environment.
* Documented the UAT plan and worked with the QA team to ensure every acceptance criterion has been met for the effective operation of the system.
* Responsible in managing deployment of each phase deliverable and successful fusion into the current running system.
* Maintained a continuous follow-up with the technical leads and stakeholders, generating periodic brief reports and validating the Requirement Documentation.

**Trifid Research Jul 16 - Sep 18**

**Proposed Business Analyst**

**Responsibilities:**

* Maintained CRM and Revenue Generation.
* Handled inbound and outbound calls.
* Performed Email communication.
* Efficiently worked in advocating sales and promotions.
* Managed client relationships.
* Worked as a mentor for new employees.