

# VISHAL SHARMA

Business Analyst

✉ vishal.sharma12april@gmail.com

☎ +918743963545

📍 Noida

## SKILLS

- Effective Time Management
- Microsoft Office
- Database Management
- Software Development Life Cycle (SDLC)
- Agile Methodology
- Jira
- SQL
- Figma
- Analytical Thinking
- Draw.io
- Unit Testing
- Waterfall
- Requirement Gathering

## PROFILE SUMMARY

- Over 3 years of expertise in defining business solutions and IT solutions in an IT environment in IT/Management profile in a Business Analyst role - working with business owners and IT development staff for handling managing Rest API's and backend services as a Business Analysts also developing functional flows and gathering business requirements.
- In-depth knowledge of Business Requirements Gathering, Business Process Flow, Business Process Modeling, User Acceptance Testing, Business Analysis and Data Analysis. Successfully bridged and knowledge and communication gap between Business and Technology channel groups and various situations.
- Proven ability to understand a customer's business and use cases and know how to deepen relationships and trust to ensure retention and growth.
- Adept in delivering project requests ahead of schedule.
- Experience managing/working with both onshore and offshore teams at multiple locations, as well as worked with international clients.
- Sound proficiency in analyzing and creating Use Cases, Use Case Diagrams, Wireframes for UI Design, Activity Diagrams, Class diagrams, Data Flow Diagrams, Business Flow Diagrams using MS Visio.
- Involved in Functional Testing, Regression Testing, System Testing, Unit Testing, Integration Testing and Performance Testing.
- Extensively interacted with the QA Team in executing the Test Plans, Providing Test Data, Creating Test Cases, Issuing tickets upon detection of bugs and collecting the Test Matrics.
- Thorough knowledge of Requirement analysis, planning, Scheduling and Tracking projects.

- Stakeholder Management
- Test Cases
- Adaptability
- Problem Solving Skills
- Project Management
- Negotiation Skills
- BRD
- FRD
- Wireframes
- Prototyping

## EXPERIENCE

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10/2021 - Present

Hitech Infosystems

Business Analyst

Key Accountabilities:

- Gathering functional/non-functional requirements documents using cases and test plans from product definitions.
- Hands on experience and involvement in phases of software development life cycle such as Agile, Waterfall environment.
- Created Project plans and partnered with User Interface (UI) teams to recommend site improvements and performance.
- Manage multiple projects using Jira, leading workflow analysis and product design.
- Responsible for UAT testing of the product.
- In-depth knowledge and practical exposure to implementation of Agile Methodology (Kanban, User stories, Sprint etc.).
- Collaborates with developers to design software customizations in accordance with client business requirements.
- Presenting findings and recommendations to stakeholders to achieving better customer satisfaction.
- Used moscow and 100 points technique to prioritization of the requirements given by multiple stakeholders.
- Resolving query logs generated from Tech team, QA Team and Support team.
- Actively listened to customers, handled concerns quickly and escalated major issues to Supervisor.
- Ensuring communication with all stakeholders and bridging the gap between management, developers and stakeholders.
- Expertise in facilitating all levels of management, developers, QA's, stakeholders and business users.

3/2021 - 10/2021

Hitech Infosystems

Associate Business Analyst

Key Accountabilities:

- Involved in Eliciting and Gathering the business requirements from the client.
- Work with cross-functional teams to resolve business process issues and identify business process improvement opportunities.
- Assignee developers, UX/UI designer to rectify tickets generated by the client.
- Conduct and schedule meeting with the stakeholders and organisation's own scrum team.
- Work with business managers across the organization to coordinate deployment activities.
- Involved in preparation of various documents like BRD while working in Software Development life cycle under the review of Senior Management. awareness of other documents i.e. FRD, SRS and user stories.
- Participated in stand off meetings and scrum meetings- Sprint review, Speing planning and Sprint retrospective.
- Involved in project coordination activities like scheduling meetings, communication with project resources, preparing and leading presentations, working closely with project stakeholders and IT project team.

## EDUCATION

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BCA

Monad University

9/2014 - 8/2017

## DOMAIN KNOWLEDGE

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ECommerce, Travels, HRMS