SHIVAM KUMAR

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Profile

As an accomplished Business Analyst with a proven track record of driving process improvements and delivering impactful insights, I bring a unique blend of analytical acumen and business strategy expertise. With 2+ of experience in analyzing complex business processes, I have successfully translated business requirements into innovative solutions, contributing to enhanced operational efficiency and strategic decision-making. Aiming to utilize my strong prioritization skills and analytical ability to achieve the goals of your company.

Experience

Working with Cliffminds - Noida sector 62 Ithum Tower as a Business analyst
Tenure- from Jan 2022 (Hybrid Work from Home Office Culture)

Key Responsibilities:

- **Requirement Gathering & Analysis:**
  - Conducted detailed business requirements analysis by engaging with stakeholders through interviews, Brainstorming, workshops, and surveys.
  - Documented functional and non-functional requirements, BRD/FRD, use cases, user stories, and business process models.
  - Collaborated with technical teams to translate business needs into technical specifications.
- **Project Management & Coordination:**
  - Acted as a Collaborator between business units, technology teams, and support teams.
  - Facilitated Scrum ceremonies including sprint planning, daily stand-ups, sprint reviews, and sprint retrospectives.
  - Assisted in the creation and management of project plans, timelines, and deliverables.
- **Process Improvement:**
  - Conducted process analysis and identified opportunities for business process improvements.
  - Implemented process changes that enhanced efficiency and reduced operational costs.
  - Developed and maintained documentation for process flows and procedures.
- **Data Analysis & Reporting:**
  - Analyzed complex datasets to derive actionable insights for strategic decision-making.
  - Created detailed reports and dashboards using tools like SQL, Excel, and Power BI.
  - Presented findings and recommendations to senior management and stakeholders.
- **Stakeholder Management:**
  - Managed relationships with internal and external stakeholders to ensure project alignment and success.
  - Conducted regular stakeholder meetings to communicate project status, risks, and issues.

Key Achievements:
- Successfully led a project to implement a new CRM system that improved customer engagement and satisfaction. From requirement Gathering to Deployment
- Experience with HRMS (Human Resource Management System), E-Commerce, VMS (Vendor Management System), LMS (Learning Management System), HMS (Hospital Management System), BFSI (Banking, Finance Services and insurance) etc.

Education

BACHELORS IN SCIENCE IN AGRICULTURE | JUNE2018-2022 | CHANDIGARH UNIVERSITY-MOHALI

MASTER'S IN ARTS IN PUBLIC ADMINISTRATION | DECEMBER 2022-2024 | BBAU-LUCKNOW

Skills & Abilities

- Business Analysis
- Requirement Gathering
- Product Management
- Gap Analysis
- SDLC
- Client Relationship
- BRD/FRD/RFI/RFP
- User Story/Use case/Test Case
- Stakeholder Management
- Jira/Confluence MySQL
- Agile/Waterfall
- FIGMA/Wireframe and Mockups
- MS office suites
- Scrum
- UAT
- Functional/unit testing

Languages

ENGLISH

HINDI