

Khushboo

SUMMARY

Business Analyst with **7+ years** of experience in **Requirement Elicitation, Stakeholder Engagement, Requirement Life Cycle Management, Strategic Analysis, Writing Packages and Project Management**. Demonstrated expertise in driving projects to successful completion while overseeing various aspects of business needs and objectives. Always seeking new challenges and opportunities for growth and professional development. Enthusiastic about delivering exceptional results and contributing to organizational success.

HIGHLIGHTS OF QUALIFICATION

- Delivered various project ahead of schedule, resulting in client satisfaction and reduction in projected costs.
- Increased customer retention rate to 60% by implementing effective vendor management strategies.
- Automated risk management, resulting in an 80% reduction in manual work and more efficient risk management.
- Provided successful presentations and training
- Created various survey/questionnaire to collect data and requirements from different types of audience.

WORK EXPERIENCE

METLIFE PVT LTD

Delhi NCR, IN

Senior Business Analyst | Project Management
2021 to 2023

- Lead the **gathering and documentation** of business requirements from stakeholders, ensuring clarity, completeness, and alignment.
- Utilized various techniques such as interviews, workshops, focus groups, observations, and surveys to **elicit requirements** effectively.
- Analysed existing business processes, workflows, and systems to identify opportunities for **improvement and optimization**.
- **Developed and implemented strategies** to streamline processes, enhance efficiency, and drive operational excellence.
- Facilitated **change management** processes by communicating proposed changes, assessing impacts, and developing change management plans.
- Built and maintained **strong relationships with stakeholders** at all levels of the organization. Engaged with them proactively to gather requirements, provide updates, and address concerns.
- Collaborated with cross-functional teams to **design innovative solutions** to address business needs and requirements. Developed **functional and non-functional specifications**, use cases and user stories to guide solution development and implementation.
- Participated with project teams to ensure successful **delivery** of projects within scope, budget, and timeline.
- Developed **project plans**, monitored progress, and **managed project** risks and issues effectively.
- Provided **training** by developing and delivering training materials and hosted sessions to educate end-users on new processes, systems, and tools.
- Provided ongoing **support and assistance** to ensure successful implementation and adoption of solution.
- Worked on Vendor Management, RFI, RFQ, RFP.

SPICEJET PVT LTD

Delhi NCR, IN

Assistant Manager | Business Analyst

2020 to 2021

- **Elicited, analysed, and documented business requirements** using appropriate methodologies and tools.
- Ensured that requirements were clear, complete, and aligned to business objectives.
- **Collected and analysed** data from various sources to identify trends, patterns, and insights.
- **Developed reports and dashboards** to present findings and support decision-making.
- Provided **recommendations** based on data analysis to improve business performance.
- **Evaluated** existing business processes to identify inefficiencies and areas for **improvement**.
- **Collaborated** with stakeholders to **design** and implement process improvements.
- Monitored and measured the effectiveness of process changes to ensure desired outcomes are achieved.
- Collaborated with cross-functional teams to design solutions. Used various tools for requirement design like Adobe XD.
- Develop **packages** including SRS, BRD, FRD.
- Worked with IT teams to ensure that solutions are implemented effectively and met business requirements.
- Built and maintained strong relationships with stakeholders at all levels of the organization.

- Communicated effectively with stakeholders to **gather requirements**, provide timely **updates**, and **address concerns**.
- Acted as a liaison between stakeholders and IT teams to ensure that requirements are understood and implemented correctly.
- Tracked project progress, **identified risks and issues**, and **escalate** as needed.
- Ensured that project deliverables are completed on time.
- Worked on **Vendor Management**, RFI, RFQ, RFP.

INCAENDO TECHNOLOGIES PVT LIMITED

Business Development Manager | Retail and IT projects

Delhi NCR, IN

2019 to 2020

- Conducted **market research** to identify potential business opportunities and target markets.
- analysed industry **trends**, **competitive** landscapes, and customer needs to develop **strategic plans** for business growth.
- Built and maintained strong relationships with existing and prospective clients.
- Understand stakeholders **needs and requirements**, and tailored solutions to meet their specific IT business objectives.
- Provided **customer service** and supported throughout the **sales process**.
- Prepared and delivered compelling **sales presentations**, and **proposals**.
- Collaborated with internal teams to develop customized IT solutions that align with client
- Prepared **Service level agreements** with clients to secure business opportunities.
- Ensured **profitability** and **customer satisfaction**.
- **Elicited, analysed, and documented business requirements** using appropriate methodologies and tools.
- Ensured that requirements were clear, complete, and aligned to clients' business objectives.
- **Collected and analysed** data from various sources provided by client to identify trends, patterns, and insights.
- **Developed reports and dashboards** to present findings and support decision-making.
- Provided **recommendations** based on data analysis to improve solution performance.
- **Evaluated** existing business processes to identify inefficiencies and areas for **improvement**.
- **Collaborated** with clients to **design** and implement process improvements.
- Monitored and measured the effectiveness of process changes to ensure desired outcomes are achieved.
- Collaborated with client to design solutions. Used various tools for requirement design like Adobe XD.
- Develop **packages** including SRS, FRD.
- Worked with IT teams to ensure that solutions are implemented effectively and met provided requirements.

WEBKUL SOFTWARE PVT LTD

Senior Business Development | Ecommerce projects

Delhi NCR, IN

2016 to 2019

- **Elicited, analysed, and documented business requirements** using appropriate methodologies and tools.
- Ensured that requirements were clear, complete, and aligned to business objectives.
- **Collected and analysed** data from various sources to identify trends, patterns, and insights.
- **Developed reports and dashboards** to present findings and support decision-making.
- Provided **recommendations** based on data analysis to improve business performance.
- **Evaluated** existing business processes to identify inefficiencies and areas for **improvement**.
- **Collaborated** with stakeholders to **design** and implement process improvements.
- Monitored and measured the effectiveness of process changes to ensure desired outcomes are achieved.
- Collaborated with cross-functional teams to design solutions. Used various tools for requirement design like Adobe XD.
- Develop **packages** including SRS, BRD, FRD.
- Worked with IT teams to ensure that solutions are implemented effectively and met business requirements.
- Built and maintained strong relationships with stakeholders at all levels of the organization.
- Communicated effectively with stakeholders to **gather requirements**, provide timely **updates**, and **address concerns**.
- Acted as a liaison between stakeholders and IT teams to ensure that requirements are understood and implemented correctly.
- Tracked project progress, **identified risks and issues**, and **escalate** as needed.
- Ensured that project deliverables are completed on time.
- Worked on **Vendor Management**, RFI, RFQ, RFP.

FRANCHISE INDIA PVT LTD

Assistant Manager | Business Acquisition

Delhi, IN

June 2015 to Dec 2015

- Conducted **market research** to identify potential business opportunities and target markets.
- analysed industry **trends**, **competitive** landscapes, and customer needs to develop **strategic plans** for business growth.
- Built and maintained strong relationships with existing and prospective clients.

- Understand stakeholders **needs and requirements**, and tailored solutions to meet their specific IT business objectives.
- Provided **customer service** and supported throughout the **sales process**.
- Prepared and delivered compelling **sales presentations**, and **proposals**.
- Collaborated with internal teams to develop customized IT solutions that align with client
- Prepared **Service level agreements** with clients to secure business opportunities.
- Ensured **profitability** and **customer satisfaction**.

EDUCATIONAL QUALIFICATION

2013 to 2015	Masters of Business Administration - Information Technology and Marketing	AMITY GLOBAL BUSINESS SCHOOL Delhi NCR, IN
2008 to 2012	Bachelor of Technology - Computer Science engineering	KURUKSHETRA UNIVERSITY Haryana, IN

CERTIFICATION

- IIBA Member | Preparing for CCBA
- Certified Scrum Master | Scrum Alliance
- Cybersecurity and Its Ten Domains | Coursera

TECHNICAL/COMPUTER SKILLS:

- **Microsoft Office Suite:** Microsoft Word, PowerPoint, Microsoft Excel, spreadsheets, Outlook, Teams, Visio
- **Project Management tools:** MS Project, Jira, OpenERP
- **CRM tools:** Zoho, Salesforce
- **Drafting software:** Adobe XD, Mock-ups

OTHER SKILLS

Leadership skills, Communication skills, analytical support, Report writing, multitasking, interpersonal skills, Risk management, Mentoring, presentation skills and dispute resolution.