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| Priya Rahul Pradhan  Business Analyst | Email :  priyadc.25@gmail.com  Phone : +971557859393 |

**Summary**

Highly passionate Business Analyst with experience in eliciting and analysing requirements to provide solutions in direct support of business objectives. Solving business problems by following design thinking approach from a user-centric standpoint.

More than 9 years of experience in tech and digital products, working for 1 years as Product Owner, 4 years as Business Analyst and 4 years as a Software Engineer. These complementary backgrounds gave me a huge understanding of how to use tech to solve, how to collaborate in order to create products that customers love to use.

Good interpersonal skills, effective communication, with high energy and willing to meticulously follow up, collaborate and coordinate with multiple stakeholders across globally distributed IT teams to ensure projects are implemented within the planned timelines.

**Skills**

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| * SDLC Methodologies: | Agile, Waterfall |
| * Agile framework: | Scrum, SAFe, Kanban |
| * Project Management Tools: | JIRA, Confluence, Share point |
| * Domain Expertise: | Ecommerce, Insurance, Telecom |
| * Agile Techniques: | User Stories, Estimation techniques, Prioritisation, Sprint planning, Release Planning, Grooming sessions |
| * Technologies: | .Net, HTML, JavaScript, Web API & WebServices |
| * Databases: | SQL and Oracle |
| * Others: | Microsoft Office /Excel /PPT, MS Project & MS Visio, mock-up, prototype. |

**Achievements**

* Successfully delivered products-based web site which provides reliable Solutions and **mark improvement in lead generation.**
* Executed Agile ideation plan, collecting and implementing feature suggestions from engineers and seniors, resulting in an increase of **product adoption by 15%.**
* Identified Customer facing issues and concerns, provided solution during implementation of products which leads **customer satisfaction rate by 36%.**
* Received recognition as an **outstanding performer** for achieving a high-level target in handling critical projects.
* Re-organized work to make it work better.
* Delivered all sprints with high quality level and launched in a timely manner.
* Awarded as **Best Graduate Engineer** Trainee.
* Gave best presentation during training and knowledge transfer sessions.

**Professional Summary**

*Technicraft*

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| Project  Role | Technicraft Projects *Dec 2020 – Dec 2021*  Consultant |
| Project Details | * Worked as Business Analyst for Technicraft which provides reliable Solutions for Marine and Industrial fields. |
| Responsibilities | * Worked closely with client to map the web portals/Mobile site. * Created workflows to demonstrate the business process. * Collaborated with UX team to strategies designing and content of products. * Act as an information source and bridge between between different teams (IT/ QA/stakeholders) * Preparing and hosting the Review meetings, demonstrating what was ‘Done’ and what wasn’t ‘Done’, getting feedback from the key stakeholders and collaborating on the next steps to be taken in order to optimize the value. * Worked collaboratively with IT development teams to facilitate proper requirements and most implemented with high quality standards. * Supported and co-ordinated to User Acceptance Testing (UAT)plan/ test cases and execution a per the UAT design, timelines, with proper quality Assurance and is in line with the customer's specific environment * Reviewed Product implementation and suggested new changes. * Successfully Completed Web portal in time with Quality check. |

*Etisalat* *Dec’2017 – Feb 2020*

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| Project  Role | | Etisalat Digital Services – Consumer – Telecom  Consultant |
| Project Details | * Worked as Business Anlayst under **Digital Product Development Marketing** team which includes smart E-Commerce projects (Website, mobile app), Loyalty system, responsible for process flow implementation of new Products. | |
| Responsibilities | * Worked closely with digital/retail customer experience team on road map of Etisalat UAE Mobile App and web portals in agile methodology. * Understanding Workshops/ walk-through with Stakeholders and effective coordination with product manager, architect to make product decision/prioritized and proposed solution to facilitate final product. * Worked with the stakeholders / POs to gather business requirements and create user stories /use cases get the sign off by stakeholders/ PO. * Documented functional requirements, change management, process model related to ensure requirements completely captured. * Collaboration with UI/UX design Team in order to create the perfect User Experience for features and content in the Product and acted as Product owner in Agile based environment. * Creation of User Stories and Acceptance Criteria in Jira according to the Team Definition of Ready . * Following scrum and its activities sprint plan, refinement, daily standups, retrospectives, reviews. * Responsible for product requirements review and validation, traceability matrix, review use cases by SIT, review and manage UAT activities until product launch, post implementation. | |

*Capgemini Pvt Ltd* *Dec’2011 – Jul’2013*

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| Project  Role | Farmers Insurance Group – USA  Consultant – Analyst |
| Responsibilities | * Worked as team Lead in Agile implementation. * Analyzed, identified, and documented the business need and requirements. * Performed requirement gathering, requirement prioritisation, execution of backlog & Requirement traceability matrix. * Documented requirements, non-functional requirements , technical specs , use cases. * Supported the management with the business process improvement by analyzing the current procedures, redesigning the processes, implementing, and assessing the changes. * Worked with the different teams to identify any changes between the new system enhancements and the current standard operating procedure and ensure the same are updated in respective documents. * Validated the solution to ensure that deliverables meet on customer and business needs and manage release activities and support sprint ceremonies. * Collaborated with multiple testing vendors (wipro/BID) to discuss and track work on independent modules. * Developed and maintain requirements traceability matrix (RTM)to ensure requirements will be accounted for in the testing phase * Developed process and procedure documentation, user guides and training materials. * Trained and mentor new joiners on processes, domains and project applications. |

*Reliance Tech Services* *Jan’2008 - Dec ‘2011*

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| Client | **Reliance Communication** |  |
| Role | Software Engineer |  |
| Responsibilities | * Worked under Operation Support System activities includes provisioning, maintaining Customer Services, inventory. * Participation in requirement Analysis and support system. * Responsible for planning, designing and executing Test Cases for Functional and non-functional requirements (NRF’s). * Provided workarounds for application functionality to ensure uninterrupted operation. Participate in functional implementation support for new enhancements and projects. * Conducted data analysis to and supported development team to troubleshoot complex system defects; verification and validation of issues and fixes. * Prepared Defect Report status and Traceability matrix. * Strong Database Testing (SQL queries). |  |

# Education

* B.E. Computer Mumbai University, India (2007)
* Diploma in Computer Engineering Mumbai University, India (2004)

# Certificates

* Certified SAFe® Agilist
* SAFe POPM (CSPO)
* Business Analysis: Working with Use Cases - Udemy