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SAJILA PARVEEN

Business Analyst

EDUCATION

Bachelor of Engineering /
Electronics and Communication
MVJ College of Engineering,
Bangalore
2011 - 2015

KEY SKILLS

Analytical thinking, planning



Communication Skills



Leadership, Decision Making



Agile and Scrum



Problem solving



Strategic Planning



CERTIFICATIONS

Certified Scrum Master
Certified Scrum Product Owner

PROFILE

- Over 5 years of experience in Microsoft Dynamics CRM in higher education domain with more than 3 years of direct client interaction in gathering business requirements related to ERP, Web Applications, API's and Integration.
- Well acquainted with Agile and its methodologies.
- Knowledge and experience in creating business requirement artifacts such as Use Cases, User stories, Functional Specification documents and Mockups.
- Adapts to changes in business strategy and ensure that requirements are realigned across systems as well working with other Business Analysts.
- Leading all phases of the project lifecycle, including requirements, design, development, testing, deployment, and support.
- Ability to prioritize multiple concurrent projects while still delivering timely and accurate results.
- Excellent written, verbal, facilitation, and presentation skills.
- Excellent conflict management and decision-making skills.
- Ability to negotiate, influence, and collaborate to build successful relationships.
- Analyze and solve business problems with focus on understanding root causes and driving forward-looking opportunities.

PROFESSIONAL EXPERIENCE

Business Analyst

Ellucian / 2015 - Present

- Worked on Microsoft Dynamic CRM product which handles the end to end life cycle of student recruitment.
- Understand user expectations and develop functional requirements. Translate business user concepts and ideas into comprehensive business requirements in the domain of Higher Education.
- Worked collaboratively with Clients, Product Managers, Product Evangelist, Architecture team to document business requirements, communicate functional specifications and deliver screen prototypes.
- Elaboration of Themes/Epics and Features into user stories that are granular enough to be achieved in a single sprint.

- Grooming and prioritizing the Product Backlog prior to the Sprint Planning Meeting to maintain team productivity.
- Refine user stories, while organizing the product backlog and creating acceptance criteria that clearly denotes the completion of product increments.
- Facilitate sprint ceremonies like Daily Stand-ups, Sprint Planning, Review and Retrospective occasionally.
- Worked on Integration Projects that involves common company specific integration platform and ERP.
- Ensure all requirements/solutions are SaaS compliance.
- Monitor, triage and prioritize Change Requests (CR) in Salesforce. Provide inputs on CRs, carry out discussions with Processional Services, Action Line teams and clients.
- Communicate complex analysis, insights and recommendations to stakeholders and business leaders, both verbally and in writing.
- Review test plans and test cases. Perform acceptance, regression, and end to end integration testing.
- Active involvement in Roadmap Planning.

ACCOMPLISHMENTS

- Played a key role in enabling two major universities in UK to go live with our product, this successfully launched the product into UK market.
- Played a major role in reducing defects by 40% for a major regulatory release in 2019 and was awarded the R&D Honors for my contribution. It was achieved by incorporating RCA (Root Cause Analysis) sessions.
- Improved performance of a major integration piece by 35% for our clients with my innovative ideas around data flow between ERP and our CRM product.
- Mentored interns and helped them become permanent employees.