Akshat Sharma

BUSINESS ANALYST

Profile Summary

Over 2 years of experience as Business analyst majorly focused on Agile projects requirement gathering and elicitation, stakeholder management and documentation, service life-cycle after implementation, software development life cycle (SDLC) ,writing user stories, design, development, (configuration and integration), testing, training, implementation and product support for multiple international clients.

Employment History

Business Analyst, IBM India Pvt. ltd., Bengaluru

JUNE 2019 — PRESENT

- Participated and conducted around 10 projects interviews with clients to understand their **Functional and Non-functional requirements.**
- Generated **Solution proposal** based on In and out of scope requirements and effort estimation leading to **90% increase** in client satisfaction.
- Achieved project delivery **improvement by 22%** by facilitating **requirement elicitation task** for stakeholders by conducting interviews.
- Served for both **Telecommunication and Insurance** projects for 2 years and supported their product improvements and implementation.
- Expressing requirement by writing **user stories** in **JIRA** for clear understanding of the Agile Team.
- Facilitated open communication between executive **stakeholders, Project managers and Product Owners** resulting improvement of 32%.
- Built data visualizations using **Tableau** which helped developing insights about the project and thus improved delivery efficiency by 30%
- Assisted Scrum Master and Development team in **Sprint Planning, Daily Scrum, Sprint Review, Sprint Retrospective** and helped them in improving **overall by 30 %**.
- Organized and prioritized work to complete assignments in an **efficient manner** leading to **30% increase.**
- **Redesigned and implemented user documentation** for system training resulting in improvement of overall 30%
- Produced **solution proposal & documentation** for **CR** by client by highlighting scope of project thus 90% increase in client satisfaction.
- **Collaborated with designers** to develop interactions with **user-flows,** help understand requirement leading to 95% accurate sprint delivery.
- Directed the planning and scheduling of **four-week sprints** and ensuring timely **sprint review and retrospective.**
- Achieved 98% of the product goals by clearly articulating the **product vision to clients and team.**
- Coordinated with **Testing teams** to ensure the test cases are mapped perfectly with the requirements leading to increase in **efficiency 40%**
- Performed and monitored defect resolution and ensuring smooth **test case execution by 40%.**
- Ensured closure and timely resolution of **defects/bugs raised by QA team** which helped increased completion of **testing for a project by 40%.**
- Facilitated a **cloud-based project** aimed at migrating Legacy to cloud

Details

B Block Vinayak Nagar, Murgeshpalaya, Near Old Airport road, Bengaluru, 560017, India
8949487605
akshatshrm817@gmail.com

NATIONALITY

Indian

DATE OF BIRTH

09/11/1994

Links

Linkedin

Key Skills

Agile Methodologies

Agile Software Development

Business Analysis

CSM- Certified scrum Master

Waterfall Methodologies

Foundational Cloud Knowledge

Sprint Ceremonies

User stories

JIRA

Software Design

Software maintenance

Functional Testing

Tableau

Communication and Negotiation

Microsoft Office PowerPoint

Microsoft Excel

User acceptance testing

Microsoft Office

Leadership

Teamwork

based application thus **improving user experience by 40%.**

- Collaborated with **stakeholder groups** across the organization to ensure **business and technology alignment, proposed solutions based on defined & specifications** and needs.
- Providing **Client Demo to external stake holders** for the latest update in ongoing project and solving their queries and implementing their **comments in user stories if required.**
- Managed the **product backlog** and efficiently **re-prioritized the backlog.**
- Communicated with **International clients** related to project needs and pre-requisites.

Education

Master of Business Administration (MBA), Christ University, Bengaluru

MARCH 2017 — MARCH 2019

- Graduated in Marketing Domain.

Bachelor of Technology (Btech), Gurukul Institute of Engineering & Technology, Kota

AUGUST 2012 — JULY 2016

- Graduated in Mechanical stream.

Certificates

Certified Scrum Master, Scrum Alliance

APRIL 2021 — APRIL 2023

Project Management essential certified, MSI

JULY 2020

Lean Six Sigma Yellow Belt Certified, Anexa Europe

SEPTEMBER 2020

Certified Dashboarding and Data Visualization using Tableau, CoLLearn

NOVEMBER 2020

Scrum Foundational professional certificate, CertiProf

JULY 2020

Internships

Market Research Intern at Bosch India Pvt. Ltd., Bengaluru

JUNE 2018 — JULY 2018

- Conducted **research study** for Market potential of HEPA Cabin Filter leading to increased sale up to 30% for their new product.
- Gathering **costumer insights** and reviews about awareness of product for 200 leads.
- Creating **digital awareness campaigns** on social media about use of cabin filters leading to increase in sale by 30%
- Aiding in local **market campaigns** leading to 30% increase in sale.

Effort estimation

Requirement Gathering

Flow Diagrams

Data Analysis

Business Process Improvement

Critical thinking and problem solving

Knowledge of Technical Diagrams

Technical report

Communication and Presentation

Effective Time Management

Decision Making

Cross functional Team

Hobbies

Driving, Historical place visit

Languages

English

Hindi