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|  |  | Richa BasnetAgile Business Analyst ▪ US Citizen |  |
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 |  | ProfileHighly driven Certified Agile Business Analyst with 4+ years of experience seeking to maximize technical excellence and enhance continuous communication to execute complex projects and deliver results in agile teams. A proven leader with a strong agile mindset to improve processes and products, meeting user experience requirements through a big picture focus and strategic planning. Applicant is initiative-taking, a quick learner, and a team player with exceptional interpersonal, communication, and leadership skills. Keen ability to thrive in fast-paced and high-pressure settings. Hungry for continuous knowledge and growth with an aim to apply creative solutions to company products and systems. |
| SkillsAbility to demonstrate critical thinking while eliciting requirements to understand the real need for the request.Skilled in gathering, analyzing, and translating business requirements into functional specifications that were used to design and implement business solutions.Knowledge in creating Wireframes, Mockup Screens, Prototypes and User Interfaces using LucidChart, MS Visio & Balsamiq.Core Skills: Business Analysis, Team Facilitation, Product Management, Scrum and Kanban, SAFe Principles, Lean-Agile.Agile Coaching.Product Roadmapping. |  | CoursesAgile Team Facilitation, International Consortium of Agile Certified Professional (ICAgile)Agile Fundamentals, International Consortium of Agile CertifiedProfessional (ICAgile)Certified Agile Business Analyst (LAI-ABA), Lean Agile Institute (LAI-ABA)Business Administration Graduate Certificate, DeVry University Tools & Technologies |
| Balsamiq Draw.ioConfluenceGoogle DocsMiroFunretro | Cisco Commerce WorkspaceMicrosoft VisioAsanaMicrosoft OfficeMicrosoft Azure TFSIBM SPSS | RallyAdobe SuiteTrelloZoomSlackJira |
|  |  | Employment HistoryAgile Business Analyst, Maya PartnersClient: Hireworks January 2020 – Present* Ensuring a common understanding amongst the team on business values/ goals to provide collaborative solutions to address business needs.
* Creating user stories in JIRA and managing tasks associated with the respective user story via continuous communication with the development team/ stakeholders.
* Defining relevant acceptance criteria for the respective user stories.
* Understanding Hireworks’ business strategy comprehensively to recommend applicable technology solutions aligning with the overall business vision.
* Serving as a servant leader and a facilitator to various meetings such as requirement gatherings, kickoffs, story mapping sessions, product reviews, and demos.
* Demonstrated non-functional requirements by utilizing techniques such as user stories, use cases, story maps, process flow modeling, screen mockups, etc.
* Prioritizing product backlog for refinement and sprint planning during the absence of the Product Owner.
* Facilitating backlog-grooming sessions to estimate user stories with story points and prioritizing development tasks with the Product Owner.
* Constructing technical specifications and design artifacts including mockup screens for custom reporting requests from external customers.
* Acting as a liaison to educate the technical teams and the business about functional requirements.
* Collaborating with the development team, QA, and production support teams to communicate, verify, test, and deploy the desired functionality changes.
* Simulating responsibilities of a scrum master as needed to organize daily stand-ups and retrospectives.
* Working with development team to create and update the team Working Agreement, Definition of Ready, and Definition of Done.

Business Analyst, Cisco MerakiMay 2018 – January 2020 * Conducted analysis/ requirements gathering sessions, comparing current and future business workflow processes, and understanding business strategy to recommend technology solutions and improve the overall business vision.
* Defined acceptance criteria for the user stories on Jira.
* Coordinated with the business users to demonstrate new implementations and validate that all relevant business needs are addressed.
* Coached Product Owners to improve story writing and requirement gathering processes.
* Oversaw user story analysis sessions to create/ elaborate on user stories, technical stories, and user journeys on JIRA.
* Engaged with the project team and product owners to develop and consecutively update the Product Roadmap.
* Aided the product owner in understanding the true need within a request.
* Introduced tools /processes to successfully use Agile software development practices within a global team environment.
* Performed GAP Analysis to identify the scope and the importance of CRM migration to the Cisco Commerce Workspace system.
* Crafted and maintained technical specification documents for the business operations team.
* Translated business requirements to technical and non-technical team members.
* Handled multiple conflicting priorities through effective organization and communication with the business owners, business stakeholders, software developers, and a wide range of project contributors.
* Interviewed partners, distributors and internal team members to gather valuable requirements.

Junior Business Analyst, Lyca MobileJuly 2016 – May 2018* Supported in planning, designing, and development of Lyca Mobile's business processes.
* Worked alongside the Product Owner to make sure requirements aligned with the technical specifications.
* Served as a Product Owner proxy to ask, answer, and attend making the process smooth for all parties.
* Converged with the Scrum Master to align the team on story points that should be accomplished within a single sprint.
* Educated the technical teams about the business and functional requirements of clients.
* Participated in the management meetings to prioritize user stories for implementation and deliverables for the respective sprint.
* Designed detailed wireframes for the website pages using Lucidchart and Balsamiq alongside the Product Owner.
* Developed Test Plan, Test Cases, and Test Manuals to help stakeholders on usability and UAT testing.
* Estimated user stories using INVEST criteria and helped QA to write/revise test cases.

EducationKeller Graduate School of Management, Master of Business AdministrationOct 2019 – PresentUniversity of Illinois at Chicago- College of Business Administration,Bachelor of Science in Marketing2018 |