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[LinkedIn](#)

Skills

- Business and GAP Analysis
- Client and Customer Relationship Management
- Project and Release Management
- Documentation and Review
- Team Collaboration
- Quality Analysis
- User Acceptance Testing
- Agile and Waterfall Methodology
- Results and Deadline-Driven

Products

- Salesforce CRM (Sales Cloud, Service Cloud, and Community Cloud)
- Google Cloud Platform
- Google Suite (Docs, Sheets, Slides)
- LucidChart
- Figma
- Jira

Education And Training

05/2022

MBA:

Human Resources

Osmania University

Hyderabad

03/2016

Bachelor of Technology:

Computer Science

Keshav Memorial Institute of Technology

India

Languages

ZAINAB UNNISA

Sr. Business Analyst

Summary

Detail-oriented Sr. Business Analyst with 7.3 years of experience conducting analysis and research to come up with solutions to common business problems. I have delivered projects on Salesforce and Google Cloud Platform alongside with integrations by continuously striving for business growth and maintaining customer relations. I am also polished in formulating business improvement strategies, and overseeing complex and long-term projects.

Leadership

- Led a overall project team of 15 members to successfully deliver improvised Learning Management System build on Cloud Platform for Federal Sector resulting in more than \$2M in account Value
- Managing and mentoring a team of 4 Business Analysts to collaborate and Improve performance in the Industry for project and individual success.
- Received recognition from senior management for consistently delivering projects which meet business requirements and exceed customer expectations.

Experience

MTX - Sr. Business Analyst

Hyderabad, India

01/2021 - Current

- Played the role of Sr. Business Analyst for Key Accounts and worked on discovery session/JAD sessions, Q&A session, Documentation, story writing/grooming.
- Involved in Managed IT Services and engagements for different nature Feasibility Study, Impact Analysis and handle business/functional requirement for new and existing projects
- Finalize SOWs for New Projects along with other leadership teams.
- Involved in Sprint Planning, backlog grooming, execution, UAT, production deployment and maintenance phase.
- Collaborating with multiple team members from Integration, Dev, QA, UX/UI, Change Enablement, Performance, Regression, Security Testing Team to deliver the project
- Cross-communicate and manage expectations across several teams to ensure client deliverables are met in time
- Providing Demos to all the internal and external stakeholders of one or more potentially releasable functionalities at the end of each sprint.

Hindi: First Language

English: C2

Proficient

Telugu: C1

Advanced

Urdu: C2

Proficient

Certifications

- Salesforce Admin
- Salesforce Service Cloud
- Salesforce Sales Cloud
- Salesforce Community Cloud

Awards

- Budding Innovator Award - 2019
- Above and Beyond - 2021

- Train new BA hires to help them improve on their BA key skills such as Requirement Gathering, Presenting
- Work with the Leadership Team and Identify loop-holes in current work processes and find ways to improve them.
- Validating that all the requirements adhere to the compliance policies under HIPAA and the CDC guidelines
- Participate in Retrospect Meetings to identify challenging areas and work with the Advisory
- Involved in Providing project closure documents to the clients along with the Project Management Team.

MTX - Business Analyst

Hyderabad, India

03/2019 - 12/2020

- Analyze client's Business Requirements and processes through Document Analysis, interviews and workshops
- Gathering requirements from the clients and 3rd party vendors and finalize requirements for further development
- Translate stakeholder requirements into different tangible deliverables such as Functional Specifications, Use Cases, User Stories.
- Conducted Risk and Impact Analysis for timely project delivery
- Conduct Specification Walkthrough Sessions with all stake-holders to drive baseline and sign-off process
- Support Implementation Cycle to resolve any issues or conflicts raised by the development team or client
- Work with project managers to plan Road-maps and Project Milestones by identifying dependencies between consecutive milestones and releases
- Support UAT and Production Releases by participating in meetings conducted to identify deliverables according to their priority, complexity and time needed to resolve them
- Communicated with customers, competitors and suppliers to stay abreast project deliveries.

Zensar Technologies - Software Engineer

Bangalore

08/2016 - 02/2019

- Lead QA/BA meetings for Specification and Process Improvements targeted to increase overall efficiency of delivery team and quality of deliverables
- Lead QA team to make sure adequate Test Cases and Test plan is in place and executed for each release
- Worked with Agile and Scrum methodologies to accomplish project milestones and meet demanding timelines.
- Tested functionality, regression, performance and compliance of each product against design specifications to maintain strong development standards and high customer satisfaction.
- Documented, triaged and managed defects and worked with developers to facilitate timely resolutions.
- Met project scope and delivery dates by planning optimal testing schedules.