

# Monika Hore

## Business Analyst

### Career Objective

Dynamic and solution-driven IT Analyst and Business Analyst with total 9 years of experience, out of which 4.5 years as a Scrum Master and 2 years in Business Analyst. Seeking a challenging position as a Business Analyst, utilizing my strong analytical and problem-solving skills to contribute to the growth and success of organization.

### Profile Summary

- **SDLC Expertise:** Strong knowledge of both Waterfall and Agile methodologies.
- **Waterfall Model Proficiency** Skilled in gathering requirements using Elicitation Techniques, creating **BRD, FRD, SRS, RACI Matrix, UML** diagrams, and managing **RTM, UAT**, and change requests.
- **Agile Scrum Mastery.** Experienced in creating **user stories**, acceptance criteria, **BV & CP** management, **Sprint and Product Backlogs**, Sprint meetings, **Burndown** charts, and ensuring **DOR** and **DOD** checklists.
- Collaborate closely with subject matter experts to develop advanced analytics for better project status insights.

### Work Experience

**Company Name:** TH System

**Designation:** Scrum Master

Aug'23 – Dec'24

**Project 1:** ERP for Hospital | Agile I

**Project Description:** Project is about the creating ERP where I'm building and maintain an ERP system tailored to streamline project tracking and management within the organization. The goal is to make it easier to track and manage project within our organization.

#### Responsibilities:

- Lead three Scrum teams, each consisting of five members, in the design, development, and implementation of the ERP system.
- Guided teams in applying Agile methodologies to improve software development and delivery processes.
- Conducted training sessions to ensure adherence to Agile principles and best practices.
- Facilitated Sprint Planning, Daily Stand-ups, Sprint Reviews, and Retrospectives to drive iterative progress and continuous improvement.
- Encouraged open communication and feedback during ceremonies to address challenges and optimize team performance.
- Monitored system performance and team productivity using Agile metrics such as velocity, burn-down charts, and cycle time.
- Engaged with stakeholders to gather requirements, share progress updates, & align on priorities.

**Project 2:** ELMS Mobile App | Agile I

**Project Description:** Project is about design and develop a user-friendly mobile application for an Enterprise Learning Management System (ELMS), enabling seamless access to training materials, progress tracking, and certification management. The goal is to enable users to access learning materials & resources anytime, anywhere, through a mobile-friendly platform.

#### Responsibilities:

- Cultivated a culture of collaboration, transparency, and continuous improvement within teams.
- Ensured consistent delivery of high-value features aligned with customer and stakeholder priorities.
- Facilitated Sprint Planning to define deliverables and set achievable goals.
- Conducted Daily Stand-ups to track progress, address blockers, and ensure alignment.
- Organized Sprint Reviews to showcase completed work and gather stakeholder feedback.
- Lead Retrospectives to identify improvement areas and implement action plans for future sprints.
- Collaborated with the Product Owner to review and refine user stories and project documentation.
- Monitored and managed changes in requirements, priorities, and system configurations.

### Contact

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### Core Competencies

- Business Analysis Planning & Monitoring
- Elicitation & Collaboration
- Requirement Life Cycle Management
- Requirement Analysis & Design Definition
- Strategy Analysis
- Solution Evaluation
- Stakeholder Management
- Project Management

### Technical Skills

- Documentation Tools: MS Suite
- Prototyping & Wire frames Tools: Balsamiq & Axure
- Modeling Tools: MS Visio, Draw.io
- Database: SQL
- Project Management Tool: JIRA
- Reporting Tools: Power BI & Tableau
- Other Tools: SharePoint, Confluence, TFS

### Education

2010 – 2013

- Bachelor of Engineering in IT

### Certificates

- Certified IT - Business Analyst - IIBA [EEP]
- Professional Scrum Master (PSM) – Scrum.org

### Soft Skills

- Leadership Skills
- Problem-Solving Skills
- Negotiation Skills
- Team Management
- Strong Interpersonal Skills
- Adaptability

### Languages

- English
- Hindi
- Marathi

**Company Name:** CRIF Solutions

Aug'19 – Jun'23

**Designation:** Process Quality Consultant

**Role:** Scrum Master

**Project:** International Credit Bureau | Waterfall and Agile |

**Project Description:** Project is about the develop a system that integrates credit score data for assessing the credit worthiness of individuals and organizations seeking loans, ensuring faster and more accurate decision-making for financial institutions.

**Responsibilities:**

- Lead 2 Scrum teams consisting of 6 members to streamline a multifaceted compliance project.
- Successfully transform the team's waterfall mind-set to Agile by developing training materials for teams to understand Agile delivery.
- Coordinate backlog refinement with Product Owner to resolve blocking challenges and continuous improvement initiatives.
- Implement Conflict Resolution and Continuous Improvement in JIRA/Confluence.
- Maintaining and updating scrum team performance metrics like as burn-down, burn-up charts, velocity and artifacts to ensure accurate and clear feedback to the resources.
- Identify issues and risks with team performance, morale, team cohesion and escalate to the agile delivery led to be addressed.

**Company Name:** Tech Mahindra

Dec'16 – Nov'18

**Designation:** Quality Consultant

**Role:** Business Analyst

**Project:** Vodafone | Waterfall |

**Project Description:** Project is about the ensuring high-quality standards in network design, deployment, and maintenance. Verifying compliance with telecom regulations and standards set by TRAI authorities. As a quality consultant, I had to involved in project meets predefined quality standards and delivers optimal outcomes.

**Responsibilities:**

- Maintain records related to Internal Quality Audits, Decision Register, Risk, Issue Management and Configuration Management.
- Organizational data analysis e.g. Project Kick off, Project execution, Project Closure, Best Practices, Project Metrics etc.
- Correction action and preventive action implementation.
- Ability to identify & implement Process Improvement in projects.

**Company Name:** Shining Sun Solutions

Mar'16 – Oct'16

**Designation:** Web Developer

**Project:** Education Website

**Project Description:** Project is about the develop an education website on online platform designed to provide learning resources, and educational materials to users. These websites can cater to a variety of audiences, including students, teachers, parents, and lifelong learners. As a web developer, I'd played a crucial role in shaping the functionality, design, and UI of websites and SQL in backend.

**Responsibilities:**

- An Education Website for building and maintaining an interactive platform that caters to the needs of students, teachers, administrators, and parents.
- Focus on usability and accessibility to ensure the website is easy to navigate for all users, including those with disabilities.

**Company Name:** Royal Earnings

Aug'15 – Feb'16

**Designation:** Web Developer

**Project:** Cake E-Commerce Website

**Project Description:** Project is about the deliver cake online where customers can browse, customize, and purchase cakes and related baked goods online. The site provides a seamless shopping experience, from product discovery to order delivery. As a web developer, I'd played a crucial role in E-Commerce platform. design, and UI of websites and MySQL in backend.

**Responsibilities:**

- A Cake Website Developer plays a key role in building and maintaining an engaging online platform for a bakery or cake business.
- Implement an e-commerce platform for online orders, including secure payment gateways (e.g., PayU, PayPal).

**Company Name:** VCREATE Solutions

Aug'19 – Jun'23

**Designation:** Web Developer

**Project:** Property Website

**Project Description:** Project is about the develop a website for an online platform designed to connect property buyers, sellers, renters, and real estate agents. I'd worked on and created UI and develop backend. I'd taken part in Unit Testing.

**Responsibilities:**

- The Nagpur Property Website aims to be a comprehensive online platform that connects property buyers, sellers, and real estate agents in the Nagpur region.
- Conduct unit testing and debugging to ensure website functionality and performance.