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Core competences: -

- Business Analysis Planning and Monitoring.
- Elicitation and Collaboration.
- Requirement Life cycle Management.
- Requirement Analysis and Design Definition.
- Strategy Analysis
- Solution Evaluation
- Stakeholder management
- Project management

Technical skills

- Documentation Tools: MS Suite.
- Prototyping & Wire frames Tools: Axure, Balsamiq & Figma
- Modeling Tools: MS Visio, Draw.io, Lucid Chart.
- Database: SQL
- Project Management tool: - JIRA
- Reporting Tools: Excel, Power BI, & Tableau, and R.

Domain knowledge: -

Banking, Retail, Agriculture, E-commerce and Finance.

Education: -

Master of Business Administration
2017, Minnesota, MN, USA.

Certificates: -

Certified IT – Business Analyst IIBA [EEP]

Google UI/UX Design

Google Data analytics

MIT – leading people through teams

Awards/achievements: -

IT Techno Fest presentation & Institutional Review Board approval for research

Career objective: -Highly motivated and passionate professional with 7 years of total experience, including 4 years as a business analyst and 3 years as a UI/UX Designer adept at analyzing complex problems, designing user-centric solutions, and driving innovations through data-driven strategies. Proficient in fostering collaboration and aligning project goals with organizational objectives.

Profile summary: -

- In-depth knowledge of SDLC in various phases (i.e. waterfall & agile)
- Proficient in **Waterfall Model**: Gathered requirements using **Elicitation Techniques** and prepared **BRD, FRD, SRS** prepared **RACI Matrix**, BCD, created **UML Diagrams** and **Prototypes** and requirements tracking through **RTM** well versed with **UAT** handling **Change Request**.
- Expert in **Agile Scrum**: Creation of **user stories** and Added **Acceptance Criteria, BV & CP, Sprint & Product Backlogs** conducted various **Sprint Meetings**; **Sprint & Product Burndown charts** ensured **DOR** and **DOD** checklist.
- Proficient in creating intuitive, **user centered designs** for **web and mobile applications**, focusing on functionality and aesthetics.
- Skilled in conducting **user research, interviews, and usability testing** to inform design decisions and improve user experience.

Work experience: -

Company name: - NCR Corporation 02/2018 to present

Designation: UI/UX Designer

Project 1: - Self-Checkout System Agile

Project description: - The Self-Checkout system is a user-friendly and efficient solution designed to streamline the retail shopping experience. By empowering customers to independently scan, pay for and bag their purchases, the system reduces wait times, minimizes staffing requirements, and enhances overall operational efficiency.

Role: - Business Analyst

Responsibilities: -

- Interacted with the stakeholders and gathered requirements by using various **elicitation techniques**.
- Created user stories with appropriate acceptance criteria with the assistance of the Product Owner. Added **user stories** into **product backlog** using the **JIRA** tool.
- Prioritized and validated the requirements using **Moscow** and **FURPS** technique, added **user stories** to **sprint backlog** based on prioritization order.
- Collaborated with Product Owner and Scrum Master for **BV** and **CP**. and assisted the Product Owner for the creation of **DOR** and **DOD** checklist.
- Participated in **sprint ceremonies** to remove **roadblocks** in the project.
- Generated **Sprint, Product Burn down/Burn up charts** to track the project progress.
- Participated in **product planning** and **UAT** to successfully deliver each sprint component.
- Increased **user engagement**, retention and **conversions** through effective UI/UX designs.
- Designed **wireframes** and **prototypes** using the Figma tool.

Project description: - The banking application aims to provide a secure, efficient, and user-friendly platform for customers to manage their financial activities. The application will cater to both individual and business users, offering seamless access to banking services via web and mobile platforms.

Role: -Business Analyst

Responsibilities: -

- Conducted **Enterprise Analysis** and under the assistance of a senior BA in creating a Business Case Document, conducted **Stakeholder Analysis**, and prepared **RACI Matrix**.
- Gathered requirements from business heads using **Elicitation Techniques** and created a Business **Requirements Document (BRD)**.
- Translated **BRD** into **Functional Requirements Document (FRD)**, Collaborated with the technical team, and prepared **SRS Document**.
- Created **UML diagrams** and **wireframes** to visually represent requirements using **MS Visio, Balsamiq, and Axure**.
- Created and maintained **RTM** throughout the project.
- Assisted in Testing Team by preparing **Test Case Scenarios** and ensured the **UAT** was successful.
- Adept at developing wireframes, **mock-ups**, interactive prototypes using tools likes Figma and Adobe XD.
- Expertise in **typography, Iconography, colour theory** and visual hierarchy to craft engaging and accessible designs.

Project 3: - Cyber security

Agile

Project description: - The cyber security dashboard is an intuitive and interactive platform designed to provide real-time monitoring, analysis and management of an organization's cybersecurity posture. The dashboard consolidates data from multiple sources, enabling security teams to proactively identify, mitigate and respond to potential threats.

Role: - UI/UX Designer

Responsibilities: -

- Communicated with the business analyst and prepared **goal statement** and **problem statement** templates to understand project problems and goals to achieve.
- Conducted user research by scheduling meetings to learn about the **user's pain points** and creating **user personas** to accomplish the objectives and issues.
- Made user **journey maps** to outline the tasks and identify the areas for improvement.
- Used a flow chart tool to create flow charts for the tasks that users will complete with in the application. Developed **accessible design** for everyone, including those with disabilities.
- Generated interactive **digital wireframes** and **prototypes** using FIGMA, which enhanced user testing sessions and contributed to an 80% increase in task completion rates.
- Carried out a **usability study** for the tasks, tracked the **users click path** and assigned a task completion rating based on observations. delivered the design documents to the clients along with project takeaways and next steps.
- Assisted development team with the **design sticker sheet** and **artifacts**.