

Mritunjay Soni

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Location: Gurugram

Business Analyst

SUMMARY

Business analyst with over 3+ years of expertise in requirement gathering, process analysis, and project management. Proficient in Agile methodologies, functional documentation, and stakeholder communication.

KEY SKILLS

- **Business Analysis:** Requirements Gathering, Gap Analysis, Cost-Benefit Analysis and Negotiation, Project Planning and Change Management, Project Coordination.
- **Wireframing and Prototyping:** Figma, Axure RP, Balsamiq, Microsoft Visio
- **Agile & Waterfall Methodologies:** Sprint Planning, Scrum Framework, User Stories, Product Backlog Management, Agile Ceremonies, Software development lifecycle (SDLC)
- **Software Development:** API Testing, API Integration and Payment Gateway
- **Data Analysis:** SQL, Data Interpretation, Reporting, Dashboard & KPIs
- **Process Improvement:** Workflow Optimization, Process Mapping and Business Process Modeling
- **Stakeholder Communication:** Cross-functional Team Collaboration, Client Handling, Requirements Elicitation
- **Documentation:** FRD, BRD, SRS & SOW, Software Documentation (Functional & Non-Functional)

TECHNICAL SKILLS

- **Tools:** Jira, Basecamp, Figma, Google Docs, Axure RP, Visio, ServiceNow
- **Data Analysis:** SQL, Python, Queries, Data Visualization, Reporting, Power BI

WORK EXPERIENCE

Wipro Limited

December 2021 – Present

- Engaged with stakeholders in weekly sessions to extract critical business requirements; documented comprehensive solution strategies leading to enhanced collaboration among project teams.
- Liaised clarity by conducting meetings with stakeholders and documenting solution approaches for project teams.
- Drafted comprehensive Functional Requirement Documents (FRD) and Business Requirement Documents (BRD), ensuring clarity in business objectives.
- Coordinated efforts across three different agile squads utilizing Jira as a tracking tool, leading initiatives that translated into delivering high-priority features two weeks faster than projected timelines from initial discussions.
- Regularly aggregated feedback from client communications into actionable items during sprint reviews as the most junior member on the team; Prepared an effective reporting structure resulting in enhanced alignment throughout all SDLC phases.
- Developed actionable insights into workflow efficiencies after assessing five critical business areas, resulting in a streamlined communication channel that decreased project turnaround time by two full weeks on average.
- Coordinated with development, QA, and client teams to ensure project objectives implemented; achieved on-time delivery for 95% of projects by implementing a structured communication process.
- Executed rigorous User Acceptance Testing (UAT) on 6+ project deliverables, ensuring that all features aligned seamlessly with business objectives while identifying critical functional gaps for immediate resolution.

PROJECTS

Project #1: MasterCard Inc.

- **Optimized Payment Workflows:** Improved end-to-end payment processing, reducing transaction latency by 15% through workflow analysis and cross-functional collaboration.
 - **Enhanced Fraud Detection:** Partnered with data science and security teams to implement AI-driven fraud models, boosting fraud identification accuracy by 25% while minimizing false positives.
 - **Stakeholder & Requirement Management:** Translated business requirements into specifications for payment solutions, supporting secure, timely deployments aligned with Mastercard protocols.
 - **Customer Insights through Data:** Analyzed transaction data to identify pain points and optimize payment touchpoints, increasing mobile payment adoption by 20%.
 - **Quality Assurance Leadership:** Led UAT for new payment features, ensuring business alignment and functionality through close QA collaboration before rollout.
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Project #2: Aviva plc.

- **Process Automation:** Reduced claims and underwriting processing time by 30% through RPA, boosting operational efficiency and customer satisfaction.
- **Customer Self-Service:** Enabled a 40% increase in online policy updates and claims by implementing self-service portals for conceived policy management.
- **Data-Driven Customer Insights:** Improved inquiry response times by 20% through data analysis and process enhancements, elevating customer experience.
- **Fraud Detection:** Decreased fraudulent claims processing time by 15% by defining requirements for fraud tools and collaborating with analytics teams.
- **Quality Assurance:** Led UAT and testing for new features, ensuring usability and seamless integration within Aviva's systems.

EDUCATION

- **Bachelor of Technology in Computer Science Engineering**
United College of Engineering & Management, Prayagraj

August 2017 – July 2021

CERTIFICATIONS

- **Google Project Management: Professional Certificate**
Verified skills in Scrum methodology and project management and business analysis
- **Agile with Atlassian Jira**
- **SQL for Beginners: Learn SQL using MySQL and Database Design Course**