

Parmila Dochania

Business Process Analyst

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Experienced professional with 4 years in business process coordination, project management, and quality assurance. Skilled in process optimization, analysis, and design, business documentation, client relationship management. Proficient in using project management tools such as Jira with excellent knowledge of databases, SQL and SDLC process.

SKILLS

- JIRA
- SDLC
- Business Process Analysis
- Microsoft Power BI
- Excel
- SQL
- Stakeholder Engagement
- FRD
- PowerPoint
- Brd
- MySQL

CERTIFICATION

- Microsoft Power BI Desktop for Business Intelligence
- Business Analysis Fundamentals

WORK EXPERIENCE

Business Process Analyst - Bonhoeffer Machines May 2024 - Oct 2024

- Liaised cross-functionally with the MDO team and stakeholders from 5+ departments to gather requirements, communicate process updates, and align initiatives with strategic business goals.
- Defined and monitored Key Performance Indicators (KPIs) to assess business performance and ensured 95% of tasks were completed within the defined Turnaround Time (TAT).
- Facilitated process review meetings, documented critical decisions in meeting minutes, and tracked 100% of action items to ensure timely resolution.
- Analyzed and improved existing workflows, resolving implementation issues and executing enhancements that resulted in a 15% increase in process efficiency and business outcomes.

QA Engineer - Tabsons India Pvt Ltd Nov 2019 - Jul 2022

- Defined and executed test cases for a desktop application based on client requirements, achieving 95% coverage of functional and non-functional scenarios.
- Identified and reported bugs through rigorous quality checks and testing, leading to a 30% improvement in overall application performance.
- Led a junior team of over 10 members, overseeing task delegation and performance tracking to ensure 100% compliance with software specifications and timelines.
- Prepared detailed technical documentation reports for client and internal meetings, highlighting critical bugs and system issues, resulting in a 25% increase in application efficiency.

Broadcast Engineer - Tabsons india Pvt Ltd Oct 2018 - Nov 2019

- Conducted bi-weekly quality checks in 10+ languages, achieving 98% consistency and compliance with broadcast standards.
- Successfully resolved 99% of broadcaster-reported issues, encompassing audio/video errors, glitches, and blank screen incidents, within SLA timelines.
- Spearheaded the training and onboarding of 15+ staff members, culminating in a 25% enhancement in overall team efficiency while upholding high-performance standards.

PROJECTS

Adventure Work Report(Power BI)

3 Weeks

- Utilized Power BI to analyze adventure company data and extract valuable insights to improve decision-making processes.
- Employed data transformation, bookmarks, various filters, slicers, and navigation buttons, interactive visuals and maps in Power BI to effectively interpret and represent the data.

Citizen Complain MS for smart city

4 Months

- Developed a complaint management software for citizens in a smart city to provide feedback on toilet hygiene.
- Skill used: SQL, MySQL, PHP, HTML, and database testing for the successful creation of the software.

EDUCATION

2018 B.Tech/B.E. | Computers

Maharishi Dayanand University (MDU), Rohtak

Marks - 74%

AWARDS AND RECOGNITION

Best performance award- Tabsons India

ADDITIONAL INFORMATION

Languages: English, Hindi