Avneet Kaur

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Professional Summary

Results-driven Business Analyst with 3+ years of experience delivering data-backed insights, streamlining Ecommerce operations, and leveraging Agile practices to enhance project outcomes. Demonstrated success in boosting brand visibility by 30%,improving client retention, and fostering cross-functional team alignment. Skilled in converting business requirements into impactful solutions and driving operational excellence.

Key Skills

- **Agile Methodologies:** Scrum, Kanban, Extreme Programming, Feature-Driven Development (FDD), Dynamic Systems Development Method (DSDM).
- **Technical Proficiency:** Python, ML, SQL, CRM System
- **Agile & DevOps:** Scrum methodologies, CI/CD pipelines, Jira, GitHub Actions, sprint planning
- **Project Management Tools:** Jira, ClickUp ,ERP
- **Shopify Ecosystem Optimization**
- **Business Process Improvement**
- **Data-driven Decision-Making**
- **Stakeholder Engagement**

Professional Experience

Seventh Triangle Consulting, Noida

Business Analyst   Jan 2023 – Present

- Implemented Agile practices across teams, resulting in a 15% improvement in project delivery timelines.
- Enhanced customer retention by 20% through improved merchant support and user experience strategies.
- Boosted brand visibility by 30% using data-driven online strategies within six months.
- Optimized Shopify-based solutions, leading to a 25% increase in e-commerce sales for clients.
- Collaborated with cross-functional teams, driving project completion rates up by 18%.

Recenturesoft Infotech Pvt Ltd, Noida

Business Analyst   July 2021 – Jan 2023

- Led the deployment of CRM systems, resulting in enhanced client management and streamlined operations
- Achieved a 95% on-time project delivery rate by closely tracking progress and resolving bottlenecks.
- Defined project requirements and facilitated stakeholder alignment, increasing client satisfaction by 15%.
- Designed configuration specifications, ensuring seamless integration with customer needs.

Wakeup Technology Pvt Ltd, Noida

Business Analyst   August 2020 – October 2021

- Analyzed business processes and documented requirements, improving operational efficiency by 15%.
- Facilitated requirement elicitation sessions with stakeholders to ensure alignment with project goals.

Delhi Technical Campus, Haryana

Assistant Professor   August 2019 – July 2020

- Delivered courses in Python, Machine Learning, and SQL, improving student competency and performance.
- Mentored final-year projects, with 85% of students achieving distinction grades.

Education

- **M.Tech in Information Technology** – 76%
  Guru Gobind Singh Indraprastha University (C-DAC), Noida   2017–2019
- **B.Tech in Computer Science Engineering** – 72%
  Ansal University, Gurgaon   2012–2016
- **12th Grade (Senior Secondary)** – 65%
  New Delhi   2011–2012
- **10th Grade (Secondary)** – 7.4 CGPA
  New Delhi   2009–2010

Certifications

- Agile Business Analyst Certification.
- Advanced Data Analytics Certification.

Achievements

- Increased client retention by 20% through tailored customer engagement strategies.
- Optimized e-commerce operations, resulting in a 25% boost in sales.
- Achieved a 15% reduction in project delays through effective collaboration and tracking.
- Enhanced brand visibility by 30% using innovative marketing approaches.

Key Tools & Platforms

- Agile Tools: ClickUp, Jira
- CRM Systems: Zoho, Salesforce
- Programming: Python, SQL
- E-commerce: Shopify