

Pratibha Singh

Business Analyst



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Noida, India

PROFESSIONAL PROFILE

Driven Business Analyst with 4 years of experience in business improvement, ready to leverage business knowledge and project management strengths to drive lasting and successful changes in company culture and operational practices. Previously served as a Quality Assurance Executive for 1.5 years, gaining valuable expertise in quality control, process optimization, and cross-functional collaboration. An insightful and forward-thinking professional dedicated to driving continuous improvement.

EXPERTISE INCLUDES:

- Problem-Solving Skills
- Critical Thinking
- Business Requirement
- Business Process Improvement
- Requirement gathering
- Stakeholder management
- Client Relationships
- Strong Analytics
- Strong Communication
- Cross Functional Collaboration
- Analytical skills
- Requirements gathering and analysis
- Process improvement
- SDLC methodology (Agile/Waterfall methodology)
- Data analysis
- Gap analysis
- Solution design and testing
- Prioritization
- Business domain knowledge
- Change management
- Documentation-User stories, BRD, FRD, User Stories, Use cases, Test cases.

TECHNICAL SKILLS:

- Microsoft Suite: Word, Excel, Outlook, PowerPoint, VISIO.
- Project Management tool: JIRA
- Lucid Chart, Figma, UML Diagrams
- Power BI
- Postman, Swagger, API integration
- Basic SQL
- Specialization in **Human Resource Integrated System (Vendor Management System) Domain, US Healthcare Domain (Pharmacy Medicine Management), E-commerce.**

- In depth knowledge and practical exposure in implementing of Agile Methodology (Scrum, User story, Sprint etc.).
- Experience in Project manager/business analyst, Software Development, maintenance, Deployment and Business Analyst Profile

CURRENT EXPERIENCE:

Flytech Solution Ltd., Noida

June 2021-Present.

Initially Joined as **Junior Business Analyst** and then promoted as **Business Analyst**.

Role and Responsibilities:

- Analyzed key aspects of business to evaluate factors driving results and summarized into presentations.
- Prepared various document while managing project such as Business Requirement Documents (BRD), Project Scope, Project Plan, Functional Requirement Documents (FRD), Change Request, Resource register, user stories and test cases.
- Gathering functional /non-functional requirements documents using cases and test plans from product definitions.
- Support the design, build and deployment of IT solutions in SDLC.
- Ensuring communication with all stakeholders and bridging the gap between management, developers, and stakeholders.
- Experience developing detailed functional specs through JAD sessions, requirements workshops, job shadowing, prototyping, document analysis, onsite meetings with business users and development team.
- Created Wireframes and prototype based on the requirements and process flow charts.
- Developed Test Cases for unit testing, prepared spreadsheet for testing criteria, including regression, positive and negative testing, process flow testing, and screenshot for test results to Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Actively listened to customers, handled concerns quickly and escalated major issues to the supervisor.
- Participated in team-building activities to enhance working relationships. Improved operations through consistent hard work and dedication. Conducted research, gathered information from multiple sources and presented results.
- Designed and implemented a scarcity management module to identify and flag low-stock medicines in real time, enabling timely restocking and reducing critical inventory shortages by 30%.
- Conducted detailed requirement gathering sessions with key stakeholders, including pharmacists and inventory managers, to define the scope and objectives of the watchlist feature aimed at tracking high-priority medicines.
- Conducted thorough reviews of automation testing reports to validate test coverage, identify gaps in functionality, and ensure alignment with business requirements.

PREVIOUS WORK EXPERIENCE:

Alok Industries Ltd., Silvassa

June 2018-Jan 2020

Role and Responsibilities:

- Prepared and reviewed quality reports covering key metrics like NEPS, IPI, CSP, and other department abnormalities.
- Implemented and monitored quality control measures, ensuring seamless communication and integration into daily operations.

- Conducted fabric analysis on a variety of materials including Denim, Slub, Lycra and Polyester.
- Collaborated with the QAD team to maintain high-quality standards for various yarns, including Combed, Compact, Hosiery, and Slub yarns.

EDUCATION:

- | | |
|---------------------------------|-----------|
| • B.Tech from U.P.T.T.I, Kanpur | 2014-2018 |
| • Intermediate -CBSE Board | 2012-2013 |
| • High School- CBSE Board | 2010-2011 |

PERSONAL SKILLS:

- Team Player, Interpersonal Skills such as empathy, Optimistic, emotional intelligence, Conflict management.

HOBBIES:

- Reading, Workout, Yoga, Cooking, Dancing, Home Maintenance.