

Name:- KANIKA JAGTAP

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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
- Modeling Tools: MS Visio, Draw.io.
- Database: SQL
- Project Management tool:- JIRA
- Reporting Tools: Power BI, & Tableau.

Education:-

- PGDM – International Business | Dr. D.Y. Patil Business School, Pune | 2021 – 2023

Soft skills: -

- Communication & Stakeholder Management
- Leadership & Negotiation
- Team Collaboration

Language:-

- English
- Hindi

Career Object: -

Results-driven Business Analyst with 1.5+ years of experience in gathering business requirements, driving data-driven strategies, and delivering process improvements. Proven ability to collaborate cross-functionally, facilitate Agile and Waterfall methodologies, and improve operational efficiency by 25%. Adept with tools like MS Visio, Balsamiq, JIRA, and Tableau for documentation and analysis.

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.

Work Experience.

Ultratech Cement Ltd

July 2023 – August 2025

Designation: Regional Field Executive

Project 1:- Enhancement of order punching system

Project description:-

Led the **enhancement of the digital Order Purchasing System** for UltraTech Cement Ltd. by migrating from manual order processing to an **Agile-based automated solution**. The project introduced a **dealer self-service web/mobile portal**, real-time order tracking, automated invoicing, and SAP integration. Managed requirement gathering, user story creation, sprint planning, and UAT to ensure business needs were met.

Key Outcomes:

- Reduced order processing errors and delays by 60%+.
- Improved dealer experience with a self-service mobile app.
- Delivered MVP within 5 months using Agile methodology.
- Increased efficiency through automation and real-time analytics.

Role:-Business Aalyst

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.

Certified IT Business analyst from IIBA(EEP)

SME Responsibilities for Agile project

- Provide deep **domain knowledge** and expertise related to the project's subject matter.
- Assist in clarifying **requirements** and ensuring a shared understanding of the domain among team members.
- Collaborate with the **product owner** and business analysts to **analyze** and refine **user stories** or requirements.
- Validate that **user stories** accurately reflect **business needs** and are feasible from a technical and domain perspective.
- Participate in **grooming sessions** to refine **user stories** and **acceptance criteria**.
- Clarify doubts, provide additional context, and assist in breaking down larger stories into smaller, **manageable tasks**.
- Work closely with the product owner and the team to define clear and **testable acceptance criteria** for user stories.
- ensure that acceptance criteria align with business goals and are achievable.
- Share **domain knowledge** with team members to enhance their understanding of the project's context.
- Work closely with developers to answer questions, resolve issues, and provide guidance during the implementation of **user stories**.
- Assist in the development of **test cases and scenarios** based on domain knowledge.
- Collaborate with the testing team to ensure that **test cases** cover all relevant aspects of the system.
- Provide feedback during **sprint reviews** and **retrospectives** to help the team improve its processes.
- Identify potential risks or challenges related to the domain and work with the team to develop **mitigation strategies**.
- Proactively address issues that may arise due to gaps in domain understanding.

- Participated in **sprint ceremonies** to remove **road blocks** 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.

Project 2: Order Punching System

Role:-Business analyst

Implemented a **Digital Order Purchasing System** for UltraTech Cement Ltd. to replace manual order processing methods. The solution automated order punching, validation, approvals, invoicing, and dispatch, while integrating with SAP for inventory and billing. A **dealer self-service portal** (web/mobile) enabled real-time order placement and tracking, reducing errors and delays. The project followed the **Waterfall Model** with clear phases—requirements, design, development, testing, deployment, and maintenance—delivered within a 6-month timeline.

Key Outcomes:

- Reduced manual errors and duplicate orders.
- Centralized and real-time order visibility.
- Faster order-to-delivery cycle through automation.
- Improved dealer and employee satisfaction with a user-friendly portal.
- Enhanced decision-making via analytics and reporting.

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.

Role:- Regional Field Executive

- Implemented online bidding system for vendor selection and ensured timely order execution.
- Planned shipments, managed end-to-end order processes, and utilized SAP for cost optimization.
- Monitored KPI's with daily and monthly logistics reports, analyzing freight savings and deviations.
- Conducted route mapping, freight mapping, and road surveys for optimal transportation.
- Enhanced vendor and vehicle performance monitoring with cost-effective strategies.

