Kiranpreet Kaur

SENIOR BUSINESS ANALYST - Requirements Analysis, Agile Methodologies & SQL

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SKILLS

- **Analytics & Modeling**: MS Excel, Visio, Smartsheet for data models, process flows, and documentation.
- **Project & Team Tools**: JIRA, Trello, Confluence, MS Teams for tracking, planning, and team collaboration.
- **Languages & Databases**: HTML, CSS, JavaScript, PHP, MySQL, Oracle SQL for web and data-driven apps.
- **SDLC & Methodologies**: Agile and Waterfall frameworks used to manage full lifecycle project execution.
- **Cloud & OS**: Experience with AWS, CloudSQL, Cloud Storage, and Windows environment configurations.

WORK EXPERIENCE

Senior Business Analyst   **December 2022 – Present**
Tech Mahindra   *Ontario*

- Engineered cross-functional alignment with SMEs to construct enterprise-wide strategic roadmaps and product blueprints, synthesizing 120+ business requirements quarterly into actionable artifacts aligned with release cycles and standards.
- Interpreted over 300 technical site specification inputs using MS Visio to create detailed BRDs that guided SDLC activities; standardized document structures accelerated requirement sign-offs & minimized downstream deviations.
- Converted ambiguous end-user needs into 250+ granular Business, Functional, and Technical Requirement statements, embedding traceability matrices and modeling dependencies using JIRA and Confluence for multi-sprint execution.
- Deployed operational support with real-time diagnostic for 60+ customer escalations monthly, ensuring uninterrupted uptime through impact analysis, anomaly resolution, and ticket prioritization using service dashboards and audit logs.
- Influenced to test suite design for UAT and SIT phases; validated 500+ dataset points during execution cycles and executed defect tracking using JIRA, improving defect turnaround resolution by 35% across deployment environments.
- Developed Anaplan modules for demand forecasting across 5 departments, visualized trends in Excel using pivot models, and documented workflows quarterly to optimize planning accuracy and stakeholder reporting in integrated systems.

Business Analyst   **July 2016 – May 2021**
Indi IT Solutions   *India*

- Consolidated business process analysis across 25+ projects, examining functional variables in collaboration with developers and testers to identify bottlenecks and propose modules aligned with backend service performance metrics.
- Defined and documented software lifecycle requirements across 15 Agile and 8 Waterfall initiatives, applying structured SQA models to ensure traceability from scope definition to release, increasing on-time delivery adherence by 30%.
- Configured and maintained JIRA environments for 10+ teams; customized workflows, set permission schemes, and automated reporting dashboards to enhance sprint visibility and reduce issue triage delay over two project quarters.
- Conducted 80+ stakeholder interviews and structured JAD sessions using Visio to translate verbal input into technical diagrams and requirement tables; reduced rework iterations by 25% through formalized documentation baselines.
- Guided in 160+ Agile ceremonies including retrospectives, sprint planning, and daily scrums to track backlog health and delivery velocity; supported continuous feedback cycles using different Confluence-based decision logs.
- Coordinated Three-Amigos sessions and facilitated 10+ Post Incident Reviews quarterly to isolate root causes of recurring defects; implemented resolution frameworks that reduced repeat incidents by 50% over a 12-month cycle.

Junior Business Analyst   **June 2012 – March 2013**
Pingaksho Technologies   *India*

- Programmed SQL queries and constructed advanced stored procedures in Oracle SQL and MySQL to support backend reporting engines; executed weekly audit scripts to verify job completion and maintained referential integrity.
- Evaluated pricing and product logic configurations across internal systems and customer-facing portals to identify parameter mismatches, cutting logic conflicts by 60%, and re-architect rule sets using parameterized logic templates.
- Collaborated with development and QA units to build modular process flows in Visio, modeled system interactions across environments, and supported design of scalable components in line with evolving non-functional requirements.
- Facilitated requirement elicitation through structured workshops and follow-up sessions with 30+ internal users, capturing 150+ use cases and refining user stories into acceptance criteria using standardized formatting templates.
- Delivered GAP analysis for 5 major business processes by comparing current-state vs. future-state models, introducing systemic process realignments and reducing end-user reporting discrepancies by 40% over 6-month audit span.
- Administered stakeholder training through documentation kits and stepwise visual guides; decreased support ticket volume by 35% post-deployment by enabling functional literacy and transition readiness among 50+ users.

EDUCATION

Master's in Computer Engineering   **August 2013 – July 2016**
Punjab Technical University, India

Bachelor's in Computer Engineering   **August 2009 – July 2013**
Punjab Technical University, India

CERTIFICATIONS

- **Oracle Database@2012**