

Krati Sharma *Business Analyst*

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📍 Jaipur

Profile

Business Analyst with nearly 2 year of experience improving operational efficiency across fintech and service platforms. Delivered 5+ cross-functional projects from BRD to UAT phase, leading to 20% faster client onboarding and 15% reduced manual effort. Skilled in requirement gathering, stakeholder communication, and delivering data-driven solutions that align with business objectives.

Professional Experience

10/2024 – present
Jaipur

Business Analyst

Getepay.in

- Spearheaded the development of the **Calling Portal**, enabling better scheduling and faster client management; resulted in a 20% reduction in call handling time.
- Integrated **real-time call timing data** and simple APIs to enhance portal functionality and cross-system communication.
- Led design and testing of **Merchant Payment Invoicing**, automating debit note generation and expense tracking, which improved financial reporting accuracy.
- Collaborated in Agile sprints with developers and QA teams to deliver the **Scan & Pay** feature across hospitality sectors, enabling QR code payments.
- Authored clear BRDs, process flows, and user stories to ensure cross-team alignment from requirement gathering through UAT.

05/2023 – 06/2024
Prayagraj

Junior Business Analyst

Vision Vertex

- Built project timeline trackers to monitor progress across departments and reduce delays by 15%.
- Created SRS/BRD documentation and coordinated with stakeholders to define project scope and business goals.
- Utilized Salesforce and quotation tools to streamline client interactions, leading to quicker proposal cycles.
- Facilitated sprint-based meetings and risk assessments, ensuring timely delivery and proactive issue resolution.

Education

2022 – 2024
Jaipur

Master of Business Administration (HR & Marketing)

Jaipur School of Business, JECRC

2019 – 2022
Jaipur

Bachelor's of Science

SS Jain Subodh Girls Pg College, Jaipur

Skills

Payment Gateway

Business Requirement Document (BRD)

Software Requirement Specifications (SRS)

Excellent Communication

SaaS

Microsoft Office

Client Support

SaaS

UAT Deployment

API

User Stories

KPI

Lucid Charts, ER diagrams

Methodologies

Jira

Agile, Sprint Planning, Scrum

Task Management

Understanding of UI/UX

BI Tools

HTML, CSS, JS

Power BI, Excel

Wireframing

Projects

11/2024 – Present

Getepay Calling Portal

- **Designed and Implemented Calling Portal:** Designed a user-friendly calling system improving workflow efficiency for support teams.
- **Integrated Real-Time Call Timing Data:** Analyzed and integrated real-time call timing data into the portal, enabling better scheduling and achieved 20% increase in client call resolution speed.
- **Facilitated System Integration:** Utilized simple APIs to establish smooth and fast communication between the portal and other systems, ensuring seamless data flow and improving overall business processes.

10/2024 – present

Merchant Payment Invoicing

- **Sales and Purchase Management:** Built features for sales invoicing, returns, and purchase order management to streamline merchant transactions.
- **Inventory and Expense Tracking:** Integrated inventory management & expense tracking functionalities to help merchants keep better control over their stock & expenditures.
- **Debit Note Generation:** Implemented a system for generating debit notes, enabling merchants to manage & maintain accurate records of transactions.

01/2024 – Present

Scan & Pay

- **Requirement Gathering:** Collected and analyzed requirements from hospitality stakeholders to design a seamless payment solution for hotels, restaurants, cafes, bars, and clubs.
- **Feature Design:** Collaborated with developers to implement QR code-based payment functionality, enabling customers to scan and pay directly from their table.
- **Documentation:** Prepared detailed BRD, user stories, and process flows to guide the development team and ensure clear understanding of system requirements.
- **Testing & Implementation:** Conducted UAT to validate payment processes, ensuring secure transactions and an enhanced customer experience

04/2023 – present

Colony World

- **Requirement Analysis:** Gathered and analyzed stakeholder requirements to define project scope, ensuring alignment with society management needs.
- **Collaboration & Development:** Collaborated with developers and designers to implement key features like visitor management, security integration, and maintenance tracking.
- **Documentation:** Created comprehensive documentation including BRD, process flows, and user stories to support development and testing.
- **Testing & Deployment:** Conducted UAT to validate system functionality, ensuring successful deployment and improved operational efficiency for societies.

01/2023 – Present

Getepay Merchant Store App

- **Process Acceleration:** Proposed and implemented a fast-track online store setup feature, reducing onboarding time from one month to 12–15 days.
- **Design Experience:** Designed a 3-click store creation experience including template selection and product showcase options, enhancing merchant onboarding.
- **User Interaction:** Addressed key usability challenges through improved interaction flows, increasing new client adoption rate by up to 50%.
- **Inventory & Vendor Tools:** Enabled seamless inventory and vendor management, improving operational control for merchants.

09/2023 – 02/2024

Travel Booking Application

- **Developed Travel Booking Website:** Worked on a travel booking platform offering comprehensive solutions for Southeast Asia trips.
- **Ensured Feasibility:** Conducted thorough analysis to ensure both economic and technical feasibility of the project.
- **Optimized Client Experience:** Focused on delivering a user-friendly, all-in-one platform that streamlined trip planning for clients.

Languages

• English

• Hindi