

YASHIKA SHARMA

S R . B U S I N E S S A N A L Y S T

CONTACT

- 91-9928609875
- yashikasharma1910@gmail.com
- Jaipur, Rajasthan

EDUCATION

2021 - 2024

Dr. B. Lal Institute of Biotechnology
Bachelor of Science Jaipur,
Rajasthan

SKILLS

Technical Skills-

- Data Visualization: Tableau, Excel Project
- Management Tools: Jira, Confluence, Trello, Miro Wireframing/Prototyping
- Tools: Figma, Miro Agile/Scrum Methodologies
- Business Analysis Documentation (BRD, FRD, SRS)
- Programming Languages: SQL, (Beginner)
- Core Competencies**
- Business Process Optimization Stakeholder Management & Communication
- Requirements Gathering & Documentation- Agile/Scrum

PROFILE

Results-driven Lead Business Analyst with 5 years of expertise in delivering user-centric digital solutions across EdTech, CRM, Automotive, and Retail industries. Adept at gathering requirements, driving Agile processes, optimizing business workflows, and delivering impactful business outcomes. Proficient in SQL, Tableau, Jira, and Figma, with a proven track record of improving client engagement, operational efficiency, and process automation. Demonstrated leadership in managing cross-functional teams and delivering high-quality projects on time.

WORK EXPERIENCE

Lead Business Analyst | AutoVYN Consultancy Pvt. Ltd.

NOV.2024 - PRESENT

- Leading the development of the Sales Interaction Platform (SIP) for Maruti Suzuki, driving sprint planning, backlog grooming, and cross-functional team management.
- Spearheading automation initiatives that have reduced processing time by 40% across large-scale applications.
- Overseeing stakeholder communication and ensuring 100% on-time delivery of sprints and product enhancements

Business Analyst | AutoVYN Consultancy Pvt. Ltd

Jan 2023 - Oct 2024

- Service Maintenance Record (SMR) Application - Maruti Workshops
- Developed an application to track vehicle service history, including paid services and complimentary first three services.
- Prepared comprehensive functional and technical documentation to support development and handover.
- Conducted end-to-end functional testing to ensure quality and reliability.
- Managed tasks and progress through Jira, streamlining issue tracking and project coordination.

Jr. Business Analyst | Appentus Technologies

Jul 2020 - Dec 2022

- Led the requirements gathering and sprint planning for CRM and retail projects, coordinating with backend developers and optimizing client outreach with bulk messaging features, leading to 20% faster client engagement.
- Successfully deployed applications with real-time tracking for laundry service and event management systems
- Delivered custom LMS solutions for international clients, including Columbia Sportswear, optimizing client onboarding and product delivery processes.
- Coordinated QA testing, handled client onboarding, and ensured smooth product rollouts with clear reporting dashboards.
- Enhanced project visibility through detailed reporting, optimizing stakeholder engagement.

- Data Analysis & Visualization (SQL, Tableau)
- Wireframing & Prototyping (Figma, Miro)
- UAT & QA Testing - Project Planning & Execution

CERTIFICATIONS

- Google Data Analyst Certification
- Google AI Essentials Certification

LANGUAGES

- English
- Hindi

Key Projects

- Sales Interaction Platform (Maruti Suzuki): Optimized booking-to-delivery processes, improving customer experience and reducing delays.
- CRM Application: Implemented bulk messaging features for improved client outreach and engagement
- Learning Management System (LMS): Delivered an enterprise-grade LMS solution for Columbia Sportswear,
- Laundry Service App: Reduced dispatch time by 25% and introduced real-time order tracking.
- Event Management App: Developed a platform for 1,000+ students with real-time updates and notifications.

Key Achievements

- Automated backend processes for a web platform serving 3,000+ users, reducing processing time by 40%. - Delivered multiple high-impact projects that enhanced stakeholder engagement and client satisfaction
- Provided hypercare and post-implementation support, addressing client issues raised via WhatsApp and Zendesk.
- Proposed and initiated development of a chatbot solution to automate first-level support, reducing manual intervention and improving response time.