



# Ritisha Sharma

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## ◦ Skills ◦

Salesforce Admin



Service Cloud



Jira



Confluence



Zoho Boards



Cloud Computing



SQL



Documentation



Figma



Requirement Gathering



Project Management



Balsamiq



Excel



Agile methodologies



Scrum



kanban



## ◦ Certifications ◦

Agile Scrum Foundation

03-03-2024

SQL & Data Visualization

October 2023

## Summary

- Dynamic and detail-oriented Business Analyst with a proven track record in bridging the gap between business needs and technical solutions. Skilled in gathering requirements, optimizing processes, and delivering data-driven insights to support strategic decision-making. Adept at working with cross-functional teams and translating complex problems into actionable plans that drive business value.

## Experience

- **Cyntexa**  
Business Analyst  
January - August
- **Appentus Technologies**  
Business Analyst  
September - December

## Education

- **JECRC**  
8.8 CGPA  
B-Tech  
2020 - May 2024

## Projects

- **Integration of AI chatbot**  
Managed end-to-end BA responsibilities for an AI chatbot (order tracking, FAQs, returns, recommendations).  
Gathered requirements, created BRD/FRD, designed flows, coordinated with NLP/dev teams, supported UAT, and analyzed performance via Power BI.
- **Healthcare Data Migration – Cloud Transformation Project**  
Led BA responsibilities for migrating patient records from on-premise to a HIPAA-compliant cloud (Azure).  
Gathered requirements, created data mapping sheets, coordinated with stakeholders, and supported phased migration.  
Ensured data integrity, system security, and improved access speed by 40%.
- **Rently**  
Collaborated with cross-functional teams to gather requirements and define solutions for self-guided touring, smart home automation, and leasing automation features.  
Facilitated integration of smart devices with property management systems, created BRDs/FRDs, and supported end-to-end solution delivery to enhance tenant experience and operational efficiency.