**Jaahnavi Arja**

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**Professional Summary**

* 10+ years’ experience as a Senior Business Analyst/Business Analyst.
* Involved in all the Agile meetings (standup, backlog refinement, retrospective, sprint planning, release), eliciting the requirements (focus groups, brainstorming, surveys), documenting in Jira and confluence, define user acceptance criteria, creating the release notes and user guides for the end users.
* Act as a liaison for 4 digital products, 6 IT, and 8 sales teams onshore and offshore in the development of new features, migrating to AWS cloud and modernizing the applications.
* Meet with internal and external stakeholders to prioritize the product backlog and set up the timelines to meet the vision and goals of the team.
* Experience supporting eCommerce side of the product - implementing new features, system enhancements and integrating systems.
* Experience working with head of the product, UX, operations, data management, and analytics for successful delivery of the product along with creation of the campaigns.
* While at KFC/Yum Brands, facilitated meetings with technical and operation teams to design and implement mobile app for .com and kiosk application.
* Dynamic and results-driven Business Analyst with a proven track record in spearheading the modernization of applications, overseeing the implementation of new features in eCommerce, and enhancing system integrations for multinational manufacturing companies like Nissan and Caterpillar.
* Adept at fostering collaboration across digital product, IT, and sales teams globally, I excel in product roadmap management, Agile methodology implementation, and driving continuous improvement through effective stakeholder engagement.

**Technical Skills**

* Databases: MySQL, MS SQL Server, AWS Post GRE Req, Helios (BDDMS), Json, XML, Oracle, Bitbucket
* Management Tools: Share point, Jira, Smartsheet, Azure DevOps, Confluence
* Jira Methodologies: Waterfall, Agile, Kanban, Prototyping
* Programming Languages: Mainframe AS400, JavaScript (Angular, jQuery, React, Node), HTML, CSS, Python, Java, Ruby, PHP, REST, Soap
* Business Modeling Tools: MS Visio, Rational Rose, UML, Flickr, Mockingbird, Smart draw, Google

drawing, Lucid Chart

* Testing Tools: HP-ALM, Load Runner, Quick Test Professional (QTP)
* Reporting Tools: Tableau, MS Office (Excel, Word, Pivot tables, Access, PowerPoint, Outlook)
* Prototyping Tools: Online freeware

**Professional Experience**

**Caterpillar, Irving, TX (Remote) April 2023 - Present**

**Senior Business Analyst**

* Collaborate with stakeholders to understand the overall business strategy and vision conducting kick-off meetings. Align the product roadmap with organizational goals.
* Maintain and prioritize the product backlog, ensuring that it reflects the most valuable features and improvements for both internal and external stakeholders.
* Act as a liaison for 5 teams onshore and offshore, including customer-facing teams and internal teams leveraging AI/ML. Understand their needs and expectations.
* Collaborate with internal teams responsible for sales and profitability decisions leveraging AI/ML to ensure that these technologies are effectively integrated into products. Understand the technical constraints and possibilities of AI/ML solutions.
* Work closely with development, data science, sales, marketing, and customer support teams to facilitate communication and collaboration.
* Establish and monitor KPIs that measure the success of both internal and customer-facing products.
* Working with the product teams that involve subscription-based services, work on understanding, defining, and optimizing subscription models.
* Support iterative development processes, allowing for continuous improvement based on feedback from both internal and external stakeholders.
* Collaborate with data-centric teams to ensure a consistent and unified approach to data management across the organization.
* Collaborate with Helios environment teams to establish and maintain robust data governance practices, ensuring data quality, security, and compliance.
* Facilitate the integration of data from various sources within the organization to provide a comprehensive view for decision-making.
* Embrace agile methodologies for continuous product improvement leveraging Azure Dev Ops, Confluence and SharePoint and establish effective communication channels, utilizing email, MS teams, project management tools, and regular status meetings to facilitate seamless coordination.
* Orchestrated the creation and distribution of surveys to gather initial insights into team-specific requirements, challenges, and preferences. Conducted in-depth one-on-one interviews and workshops with key stakeholders to delve deeper into their unique requirements and expectations.
* Organized regular review sessions with each team, incorporating feedback to refine and update the requirements document iteratively.
* Collaborated with teams to develop an implementation plan, outlining the next steps and timeline for the development and implementation phases.

**Nissan Motor Corporation, Franklin, TN (Remote) May 2017- March 2023**

**Senior Business Analyst**

* Work closely with UX team and architects in modernizing (framework, database, frontend tech, connecting via APIs) of the app and in the design of mobile and tablet solutions.
* Support the eCommerce side of the product - implementing new features, system enhancements and integrating systems.
* Conduct training sessions for customers, obtain feedback and review with business for further .com, mobile and tablet improvements.
* Monitor the traffic of each feature and sunsetting the functionalities as required.
* Act as a liaison for 4 digital products, 6 IT, and 8 sales teams onshore and offshore in the development of new features, migrating to AWS cloud and modernizing the applications.
* Elicit requirements for the design and development of subscription models that cater to customer preferences and market demands.
* Meet with internal and external stakeholders to prioritize the product backlog and set up the timelines to meet the vision and goals of the team. Determine the KPIs specific to the project such as data quality, feature utilization etc.
* Create low fidelity wireframes and flowcharts to present solutions for the business requirements and ensuring SOX compliance is adhered.
* Involved in all the Agile meetings (standup, backlog refinement, retrospective, sprint planning, release), eliciting the requirements (focus groups, brainstorming, surveys), documenting in Jira and confluence, define user acceptance criteria, creating the release notes and user guides for the end users.
* Assist technical team in the Warehouse Management Systems (WMS) for Parts Distribution Center (PDC) and SAP usage, deployments (CI/CD) and in KT sessions for RTB team.
* Define and write test cases of 3 products for QA team to create automation tests.
* Act as a Scrum Master to 3 teams, 2 following Scrum and 1 Kanban, manage the product roadmap and monitor progress providing timely feedback to the teams.
* Meet with 6 other POs to review the product backlog and define the product roadmap.
* Avoid conflicts of the competing priorities using intake form that specifies ROI of each story/epic/initiative.
* Assist eCommerce vendors (omni channel) as needed and report the sales to stakeholders.
* Ensure seamless connectivity within car systems, mobile apps and backend platforms providing service information real time.
* Communicate with existing subscribers about new features, upgrades and training them on the same when needed. Provide ongoing support to address user issues and enquiries.
* Collaborate with teams across Europe, Asia, and America to opt automatic stock replenishment tool for the improved customer satisfaction.
* Aid in the integration and data transmission among the systems leveraging historical data to feed ASR tool working closely with ETL team.
* Assist in the launch of EV (Ariya), creating a reservation platform for customers and enabling dealers to send updates on vehicle status to customers.
* Review the production incidents raised via ServiceNow, reproduce, and create bugs/issues.

**KFC/Yum, Louisville, KY (Remote) October 2016 - April 2017**

**Business Analyst**

* Worked with stakeholders to elicit requirements of the customer facing apps, such as point of sale (POS), kitchen display system (KDS) and time clock.
* Facilitated meetings with technical and operation teams to design and implement mobile app for .com and kiosk application.
* Using Oracle NetSuite ERP for managing the inventory and analyze the market using the historical sales data and making the changes as needed to promote e-commerce side of the business.
* Conduct gap analysis for as-is and to-be state of POS system to create Jira tickets as needed.
* Aided in implementing solutions that enhance eCommerce side of the business working in conjunction with marketing and IT personnel.
* Reviewed the feedback provided by the operations and customers to make enhancements.
* Managed the scrum team, create boards, and project roadmaps along with product backlog.
* Worked closely with architects and technical team to identify constraints and challenges.
* Worked with solution partners to plan releases and upgrades in the into the release cycle.
* Led the integration team in defining how hardware peripherals (printers, cash drawers, etc) integrate with legacy systems.
* Worked with project managers to build the project plan to integrate digital solutions into the release and present the status of project along with the dependencies.
* Assisted with QA when needed, perform UAT and smoke test for releases.
* Worked with head of the product, UX, operations, Data management, and analytics for successful delivery of the product along with creation of the campaigns.

**PlanITROI., Denville, NJ December 2015 - October 2016**

**Lead Business Analyst and Scrum Master**

* Streamlined and assisted in the product line lifecycle across multiple internal and external teams including OEM, Sales (B2B, B2C & D2C), Purchasing, Operations, Customer Service, Accounting, and IT.
* Helped in leading the design, development, and implementation of a fully web-based (ASP.net, C#, SQL) database program (PlanITvision) that controls all facets of asset management, from receiving, auditing, pricing, accounting, warehousing, and auto-posting from multiple sites.
* Created the DLRs, process flow diagrams and power point presentations for the executive team/business stakeholders.
* Led Agile Scrum for onshore and offshore resources and Kanban teams and managed the end-to-end refurbishment process to assure that all client and customer SLAs are met.
* Assisted development and forecasting strategies to maximize client recovery on assets in reverse logistics, process of RFP/RFI for the bidding process (eBay) and RMA’s.
* Determined the priorities based on ROI, KPIs and aligning the projects accordingly.
* Facilitated all agile meetings and presented the project timelines vs current state to business sponsors.

**Bridgestone Americas., Nashville, TN (Remote) January 2014 - June 2015**

**Technical Business Analyst**

* Managed client relationships at all levels, including technology engineers, developers as well as executive and senior management.
* Coordinated the efforts of the development and QA teams to see the requirements through to implementation and present the timelines of project completion to business.
* Analyzed change requests to determine feasibility of existing technical requirements.
* Conducted analysis in pursuit of root-cause for issues/incidents reported by customers.
* Analyzed key aspects of business to evaluate factors driving results and summarized into presentations; Distinguish user requests from the underlying true needs.
* Followed-up with the Developers and QA team for maintaining schedules for release, bug fixes and any issues related to the application.

**Knoah Solutions- Barnes & Noble, Inc./ Omega Healthcare, Hyderabad, IN August 2012 - July 2013**

**Business Analyst**

* Oversaw all RFP and Scope of Work deliverables with business analysis, such as initial discovery calls with sales, pre-project documentation and revisions to those documents, change order management and associated status reports.
* Involved in the project management defining the project to clearly understand the related requirements, risks, constraints, and assumptions.
* Develop process flow diagrams using MS Visio.
* Ensured that Product Backlog sprints (AGILE) were run on time and the deliverables were efficiently released.
* Created and maintained Requirement Traceability Matrix and Conducted UAT.
* Served as liaison between departmental team business owners, end users, IT, Claims and Clinical departments.
* Conduct JAD sessions for EHR and RPM implementation.
* Facilitated meeting to route patient data from various sources to corresponding systems and ensuring there have been no violations to HIPAA.

**Education and Credentials**

University of The Cumberland’s, Williamsburg, KY- 2021

Master of Science in Information Technology

Bachelor of Technology JNTUK -2012

**Certifications**

Certified Scrum Product Owner (CSPO) Expired

Certified Scrum Master (CSM) Expired