

ANUJ SINGH

Business Analyst

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Summary

Business Analyst with 3 years of experience in Agile/Scrum environments at Tech Mahindra. Skilled in SQL, Power BI, Excel and JIRA for requirements gathering, reporting and process optimization. Strong track record in stakeholder management and translating business needs into actionable insights.

Skills

Business Analysis Skills: Requirements Gathering & Documentation, BRD/FRD Creation, Gap Analysis, Use Case Modeling, User Story Mapping, Business Process Modeling (BPMN), UAT, Impact Analysis, Stakeholder Management.

Technical Skills: SQL, DAX, Advanced Excel, Power BI, Tableau, JIRA, Confluence, Lucidchart, Visio, PowerPoint, Microsoft Word.

Methodologies & Frameworks: Agile (Scrum), Waterfall, SDLC.

Other Competencies: Data Analysis & Visualization, KPI Reporting, Wireframing, Root Cause Analysis (RCA), Business Process Improvement, Client Communication, Cross-functional Collaboration, Data Migration, Business Intelligence, Dashboard Reporting, Change Management, Process Automation, Business Requirements and Elicitation, Workflow Optimization.

Professional Experience

Tech Mahindra Limited

April 2022 – Present

Business Analyst

Noida, Uttar Pradesh

- Gathered and documented business and functional requirements by conducting **workshops, stakeholder interviews**, and process walkthroughs.
- Worked in **Agile/Scrum** teams, participated in daily **stand-ups, sprint planning, and sprint retrospectives**.
- Facilitated **User Acceptance Testing (UAT)** by preparing test cases and working closely with QA teams and business users.
- Performed gap analysis and impact assessment to identify process inefficiencies and support enhancements.
- Used **JIRA and Confluence** for managing sprint backlogs, tracking user stories, and maintaining project documentation in Agile projects.
- Developed and maintained detailed **BRDs, FRDs, and User Stories** in collaboration with product owners and business stakeholders.
- Built and maintained **stakeholder relationships** by effectively managing expectations, gathering feedback, and communicating progress across departments.
- Delivered engaging **presentations and reports** to cross-functional teams and senior leadership, driving alignment on strategic initiatives.
- Demonstrated **strong SQL skills** to extract, transform, and analyze large datasets for business reporting and decision-making.
- Documented business processes using **BPMN diagrams and process maps**, and identified areas for automation and optimization.
- Engaged in regular **client interactions**, presenting project updates, clarifying requirements, and incorporating feedback into deliverables.
- Published reports to **Power BI Service** and managed access controls and workspace permissions for secure sharing and collaboration.

Tech Mahindra Limited

August 2021 – April 2022

QA Engineer

Noida, Uttar Pradesh

- Conducted defect tracking and reporting in JIRA, collaborating with developers to resolve issues.
- Directed projects involving functionality, **sanity, quality assurance, machine learning and regression testing**.

Education

O.P. Jindal University (Distance learning)

2024 – Expected 2025

Master of Business Administration

Sonapat, Haryana

Jagran Lakecity University

2016 – 2020

Bachelor's of Technology in Computer Science

Bhopal, Madhya Pradesh

National High School

2014 – 2016

Higher Secondary

Anpara, Uttar Pradesh

Achievements

- *ACER Award – Received the highest performance rating (X rating) for exceptional delivery quality and business impact.*
- *BRAVO Award (twice) – Awarded by leadership for consistent on-time release delivery and cross-functional collaboration across multiple Agile projects.*

Projects

- **Customer Churn Analysis Dashboard – Power BI.**
 - Gathered requirements from business users and created BRD for dashboard KPIs and filters.
 - Pulled customer usage and complaint data using SQL, and designed Power BI dashboards with dynamic filtering and drill-down capabilities.
 - Delivered actionable insights into churn trends segmented by region, plan type, and tenure.
 - Helped reduce churn by 12% quarter-over-quarter through better targeting of at-risk segments.
- **Business Process Reengineering – Customer Support Workflow.**
 - Conducted business process modeling using BPMN to map current (As-Is) and future (To-Be) workflows.
 - Identified redundancies and bottlenecks through stakeholder workshops.
 - Proposed automation opportunities and documented change requirements.
 - Contributed to a 20% reduction in ticket resolution time post-implementation.

Certifications

***DP 900** - Microsoft Azure Data Fundamentals | **AZ 900** - Microsoft Azure Fundamentals | **AI 900** - Microsoft Azure AI Fundamentals | Entry Certificate in Business Analysis (ECBA®)*