Pallavi Shakyawar

Business Analyst

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PROFILE

Business Analyst with over 5 years of IT industry experience, including 2+ years as Business Analyst and prior expertise in Quality Assurance (QA). Skilled in requirement gathering, stakeholder management, agile methodology, business process analysis, data validation, and UAT facilitation. Proven ability to bridge business needs with technical solutions, ensuring delivery of high-quality, user-centric, and data-driven products. Adept at collaborating with cross-functional teams and delivering high business value. Seeking to leverage strong BA and QA expertise for a Senior Business Analyst role.

PROFESSIONAL EXPERIENCE

05/2023 – 04/2025
Indore, India

Business analyst, Intellicus technologies
- Collaborated with stakeholders to gather, analyze, and document business requirements, creating BRDs with defined scope and schedule plans aligned to product strategy.
- Drafted and created user stories, acceptance criteria, and process flows in JIRA for clear developer hand-offs.
- Analyzed change requests and defects, performing root-cause analysis and proposing solutions to minimizing dependencies and rework.
- Led process improvements and bridged information gaps by updating BA templates, documentation standards, and knowledge-base articles.
- Allocated tasks across BA sub-team, ensuring balanced workload and timely completion of user stories.
- Facilitated daily stand-ups, driving quick decision-making and removing blockers for developers and testers.
- Facilitated UAT cycles and client demos, ensuring requirements were met before release sign-off.
- Created dashboards and delivered BI product enhancements, validating KPIs, and backend services.
- Acted as a bridge between business and Scrum team, ensuring acceptance criteria were testable and aligned with user needs.
- Promptly Reported progress, risks, and dependency insights to senior leadership during monthly Business Review meetings.

11/2020 – 04/2023
Indore, India

Quality Engineer, Intellicus technologies
- Experiemce in Mobile and Web application testing.
- Experienced in complete Software Development Life Cycle (SDLC), Bug Life Cycle and Agile methodology.
- Domain Expertise: BI
- Collaborated with stakeholders to elicit and document business requirements, ensuring alignment with strategic goals and project objectives.
- Developed workflow diagrams, epics, and minutes of meetings.
- Giving the Demo's to the Clients after Iteration completes.
- Sanity, Smoke, functional and regression testing in QA and UAT environment.
- Defect tracking, retest and update the defects in JIRA. Creating & Maintaining and Effective Documentation.
- Preparation and Review of test cases for identified scenarios.
- Following up defects till closure Attending the Daily, weekly status, defect call meetings Involved in providing daily execution status to the

01/2020 – 06/2020	**Quality Engineer Trainee,** Genietalk Private Limited
Indore, India	• Created and executed test cases, logged defects in Mantis, and prepared test reports.
	• Performed manual and API testing for mobile apps; collaborated closely with development and QA teams to ensure bug resolution.
	• Ensured adherence to testing timelines and supported UAT testing
07/2017 – 10/2017	**Business Development Executive,** Capitalvia Global Research Limited
Indore, India	• Managed client onboarding and provided tailored solutions aligned with business requirements.

PROJECTS UNDERTAKEN

05/2023 – 08/2025	**Honeywell International, Inc.**
	• Created BRDs, user stories, and acceptance criteria to guide development and QA.
	• Validated business processes and collaborated with QA team for release sign-off.
07/2020 – 04/2023	**Tata AIG General Insurance Company**
	• Performed functional, regression, and data validation testing using Browserstack and JIRA.
	• Collaborated with developers to debug and resolve defects, ensuring end-to-end product accuracy.
	• Delivered defect-free release by ensuring alignment with business and technical requirements.

ACOMPLISHMENTS

Bright Beginner Award

Multiple Star of the Month Awards &Client & Manager Appreciations for O production defect deliveries

SKILLS

Business Analysis — Requirement Gathering, BRD, FRD, User Stories, Epics, Process Mapping, UAT, Client Interaction • **Tools & Tech** — JIRA, Postman, MS Suite, Agile-Scrum •

Data & Testing Expertise — Data Validation, API Testing (basics), Functional & Regression Testing, Sanity, Smoke testing, Dashboard Validation • **Other** — Stakeholder Collaboration, Documentation, Client Demos, Problem-Solving, Communication

LANGUAGES

Hindi — Speaks/Writes   **English** — Speaks/Writes

EDUCATION

2018 – 2020	**M.E (COMPUTER SCIENCE ENGINEERING),** IET, DAVV
Indore, India	Marks obtained: 8.12 CGPA
2013 – 2017	**B.E,** Medicap Institute of Technology and Management
Indore, India	Marks obtained: 6.60 CGPA

DECLARATION

I here by declare that the information given above is true to the best of my knowledge and belief.

Pallavi shakyawar
14-01-2026