

RIYA LAKHMANI

Business Analyst | Technology | Data-Driven Strategy | Agile Delivery



9769266297



riyalakhmani1994@gmail.com



<https://www.linkedin.com/in/riyalakhmani/>



WORK EXPERIENCE

PROFILE

Product-focused Business Analyst with 4+ years of experience driving end-to-end feature delivery across SaaS and enterprise platforms. Experienced in translating business problems into scalable product solutions, owning user journeys, and improving product adoption and operational efficiency. Strong background in Agile product development, stakeholder alignment, and data-driven decision-making.

SKILLS

Project & Program Management :

Agile, Scrum, Kanban, Sprint Planning, Project Lifecycle Management, Risk Mitigation, Delivery Management

Operations & Process Excellence:

Process Optimization, Workflow Automation, Business Process Improvement, AS-IS / TO-BE Process Mapping

Business Analysis:

Requirement Gathering, BRD/FRD Documentation, UAT, Solution Design

Data & Reporting:

SQL (Basic), Excel, Power BI, KPI Dashboards

Tools & Platforms:

Jira, Confluence, Notion, Zoho

Stakeholder & Partner Management:

Stakeholder Communication, Client Onboarding, Vendor Management, Cross-functional Coordination

Certifications

PMP Certification - Ongoing

Finkraft, Bengaluru

Business Analyst

Sep 2024 - Sep 2025

- Product Delivery & Sprint Planning:** Led requirement gathering and sprint planning for the GST-2B Reconciliation module, improving compliance efficiency by 20% for enterprise clients including Schneider Electric, Wipro, Mondelez, Rolls Royce, and Nuvama Wealth Management.
- End-to-End Feature Ownership:** Drove end-to-end feature lifecycle from prioritization to implementation, managing UAT cycles, API integrations, and release coordination to ensure high-quality and scalable product delivery.
- Workflow Automation & Efficiency:** Streamlined and automated product roadmap & GST workflows, reducing filing time by 30% and improving efficiency by 50%, contributing to ₹100 Cr+ in savings.
- AI-Driven Automation (OCR):** Drove OCR-based automation within the GST platform to enable data extraction from emails and portals, improving processing efficiency and reducing dependency on manual workflows.
- Ecosystem & Partner Integration:** Collaborated with global travel partners and TMCs, including MakeMyTrip, Yatra, and Qatar Airways, to enhance invoice retrieval processes and improve data accuracy.
- Customer Onboarding & Adoption:** Led client onboarding and stakeholder engagement across geographies, including enterprise clients like BCD Travel, driving product adoption by 35%.
- Data & Product Insights:** Built KPI dashboards to track performance and enable data-driven decision-making for product and delivery improvements.

Konstellation, Bengaluru

Business Analyst

Sep 2023 - May 2024

- Process Enablement & Training:** Developed and delivered process documentation and training programs, reducing onboarding time for internal teams by 30%.
- Project Tracking & Delivery Efficiency:** Established structured workflows to track project progress and dependencies, improving delivery timelines by 25%.
- Requirement Optimization:** Streamlined business requirement gathering, ensuring clear alignment with client goals, reducing rework, and improving client satisfaction by 15%.
- Market & Performance Analysis:** Conducted market and performance analysis to generate actionable insights, contributing to a 20% improvement in client ROI.
- User Story & Workflow Design:** Created user stories, process flows, and business projections, driving a 15% increase in product adoption.
- Stakeholder Communication & Insights:** Delivered data-driven insights and stakeholder communication, reducing escalations by 30% and improving delivery visibility.

Qualification

Azim Premji University
Masters in Development-
2019 2021

Specialisation - Economics,
Education & Sustainable
Development

Jai Hind College - 2014-17

Bachelors in Mass Media
Majores in Journalism

Achievements

- Founding member of the internal magazine "Voices" at CRY (Child Rights and You), driving content creation and youth engagement initiatives.
- Featured in The Better India and the CRY Blog for contributions to social impact and community initiatives.
- Recognized by Hindustan Times as a student mascot for active participation in youth-led initiatives.

Sambaash Ptd. Ltd, Singapore

Business Analyst

June 2021- Sep 2023

- **Requirement Documentation & Delivery Alignment:** Documented business requirements (BRDs/FRDs) aligning client goals with system capabilities, reducing rework and ensuring 80% on-time project delivery.
- **User Story Definition & UAT Execution:** Defined user stories and led UAT cycles, reducing post-deployment defects by 60% and ensuring alignment with business requirements.
- **Business Process Optimization:** Analyzed business processes and collaborated with stakeholders to identify workflow gaps, driving improvements that reduced turnaround time by 20%.
- **Data Visualization & Reporting:** Built and maintained Jira and Power BI dashboards, enabling real-time insights and improving tracking efficiency by 30%.
- **Workflow Solutions & Documentation:** Developed Moodle-based workflow solutions and technical documentation, improving operational efficiency by 25%.
- **Product Enhancement & Engagement:** Contributed to product enhancements across OmniLearn, OmniAssess, and OmniMentor, driving a 30% increase in user engagement.