Jyoti Sharma

Ghaziabad, Uttar Pradesh, India

Mobile: +91-9548776531 Email:Sharmasjyoti207@gmail.com

LinkedIn: https://www.linkedin.com/in/jyotisharma123

SUMMARY

Versatile Business Analyst & Project Manager with 2+ years of experience delivering end-to-end software and hardware solutions across field-services and smart-kiosk domains. Adept at Agile methodologies, stakeholder management, BRD creation, and cross-functional team leadership. Skilled in tools like ServiceNow, Salesforce, Figma, and MS Excel. Proven track record of bridging business and tech teams to deliver robust, user-centric systems.

PROFESSIONAL EXPERIENCE

Total IT Consult LLP (October 2023 - Present)

Role: Executive – Products & Partnership Group

- Created 3 BRDs by consolidating market research and customer feedback, reducing vendor clarification cycles by 20% and speeding up development timelines.
- Documented user flows, user stories, and use cases to support development teams.
- Developed detailed project plans by defining feature-wise phases and timelines.
- Identified project risks and designed mitigation strategies.
- Facilitated stakeholder communications, ensuring alignment between business, management, and vendor teams.
- Created Low-Level Designs (LLDs) for UI/UX teams, improving design accuracy by 10%
- Managed change requests, analyzed effort impacts, and led project meetings (kick-off, progress updates, closure).
- Handled complete documentation including Product master document, Architecture Designs, Test Cases, User Manuals, and Release Notes.
- Led UAT management and provided L1 support to users, ensuring smooth rollout.
- Conducted successful product demos for internal stakeholders, driving feature adoption.

Key Projects:

- **Xbridge Live**: Field service management tool for task assignment, tracking, and payment processing.
- **MiniERP Tool**: Billing, payments, and Gross Profit (GP) calculation solution.
- **Xperian**: Smart storage and kiosk-based IT asset management system.

HCL (December 2022 - October 2023)

Role: Associate

- Analytics-Was responsible for tracking field services vendor performance and tracking field services pipeline for revenue and projected to leadership.
- Responsible for field services sizing, pricing negotiation with vendors, documenting collaterals, reviewed SOWs and highlighted risks and deviations.
- Maintained a structured database of reports and records.
- Market trend analysis and offering creation in field services area like smart storage solutions, end to end task management tools, warehouse as a service, Device as a service.
- Supported contract renewals, change notes and additional scope of field services partners in liaison with delivery and other teams.

SKILLS

Key Skills: Requirement Gathering, BRD & SRS Documentation, Process Modeling, Agile Methodologies, UAT Coordination, Risk Management, Change Management, User Story Writing

Technical Skills: Ms Excel, Ms Word, PowerPoint, Draw.io, Figma, ServiceNow, Salesforce, Zoho CRM

Analytical Skills: Data analysis, requirement gathering, process modelling, problem solving

Soft Skills: Team Collaboration, Project Coordination, Attention to Detail, Adaptability

EDUCATION

M.Sc. Forensic Science
University of Delhi, Delhi | 2019–2021 | CGPA: 7.5

B.Sc. (Hons.) Forensic Science
Amity University, Haryana | 2015–2018 | CGPA: 7.8

Intermediate
Gurukul The School, Uttar Pradesh | 2015 | Score: 80.2%

High School
Dalmia Vidya Mandir, Rajasthan | 2013 | CGPA: 9.0