

Chanchal Sharma

Business Analyst | Product Owner | Agile Practitioner | Lean Six Sigma Certified

Faridabad, Haryana, India | +91 84474 03258 | sharmachanchal1109@gmail.com

SUMMARY

Dedicated Business Analyst and Product Owner with over 4 years of hands-on experience in business analysis, product ownership, and digital transformation initiatives across startups and enterprise-grade platforms. Demonstrated ability in requirement elicitation, stakeholder engagement, agile product development, UAT coordination, and process optimization. Proficient in JIRA, Confluence, Figma, and performance analytics tools like Google Analytics. Holds Lean Six Sigma Green & Black Belt certifications.

EXPERIENCE

ExSquared Solutions

Faridabad, Haryana

Business Analyst & Product Owner

01/2022 – Present

- Defined and documented Product Requirement Documents (PRDs) and User Stories by collaborating with cross-functional product, engineering, and operations teams.
- Performed gap analysis, identified workflow inefficiencies, and proposed automation strategies for enhanced delivery.
- Created flowcharts, scope documents, and impact assessments to align stakeholders and drive cross-departmental initiatives.
- Led UAT execution by coordinating with QA and dev teams, ensuring issue resolution and continuous feedback loop.
- Developed SOPs, user manuals, and walkthrough decks to support training and user adoption during rollouts.
- Designed and implemented real-time KPI dashboards and triggered automated alerts using performance metrics tools.
- Managed JIRA backlog, conducted sprint grooming, and facilitated retrospective sessions to improve product cycles.

Bizhawkz IT Solutions

Faridabad, Haryana

Business Analyst | Project Coordinator

09/2020 – 08/2021

- Gathered and analyzed business requirements to design scalable digital product solutions across multiple domains.
- Maintained a well-groomed product backlog and collaborated closely with DevOps and engineering teams to ensure timely delivery.
- Leveraged Google Analytics to extract insights, propose SEO improvements, and monitor organic traffic performance.
- Delivered data-backed campaign reports and presented marketing KPIs to senior stakeholders and clients.
- Designed comprehensive process maps, workflow charts, and business documentation for internal and client use.
- Facilitated effective cross-functional collaboration, ensuring alignment between technical, marketing, and design teams.

SKILLS

Industry Skills - Business Requirement Gathering & Analysis, Agile Methodology (Scrum, Sprint Planning, Grooming), User Acceptance Testing (UAT) & QA Coordination, Stakeholder Communication & Management, Process Mapping & Documentation, Product Road-mapping & Backlog Prioritization, KPI Dashboards & Performance Analytics and Workflow Optimization

Technical Skills - JIRA/Confluence, Figma, Google Analytics and Microsoft Office

Professional Skills - Analytical Thinking & Problem Solving, Cross-functional Team Collaboration, Verbal & Written Communication and Time & Project Management

EDUCATION

- MBA – Marketing & Supply Chain Management - J.C. Bose University of Science and Technology, YMCA, Faridabad
- BA – Mass Communication - International Institute of Mass Media (IIMM), New Delhi

CERTIFICATIONS

- Lean Six Sigma – Green Belt
- Lean Six Sigma – Black Belt

AWARDS

- Best Team Award – ExSquared Solutions (2024)

LANGUAGES

- English
- Hindi