

# Nikhil Patwal

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## PROFESSIONAL SUMMARY

Highly motivated and results-driven Business Analyst with hands-on experience in analyzing and documenting user stories. Reliable and dynamic professional seeking to leverage expertise to drive business solutions and contribute to organizational growth.

- Around 5+ years as a Business Analyst (Pre-sales and Post-Sales).
- Around 5+ years of experience, efficiently managing a team of developers by brief product understanding, designing, and development.
- Have created Charts and diagrams in documents.
- Understanding client requirements and designing SOW, SRS, and Concept Notes for the team and the client.
- Experience in creating Test Plans and Test Cases = UAT
- Efficiently and profitably managing the complete project development process until the delivery phase.
- Documentation of Detailed Functional Requirements/Non-Functional Requirements and designing Wireframes for each user type based on the project scope.
- Experience in determining the scope of the project and working on the documentation part.
- Worked on questionnaires and workflow storyboards.
- Hands-on experience in user cases.
- Hands-on experience in User Stories and User Acceptance criteria
- Efficiently worked as a liaison between the client and delivery team for commercial as well as Government projects.
- Defining product capabilities.
- Experience in Client Handling and working on PMS Tools in agile and Jira methodology.
- Understanding of the Vertical needs of clients as customers.

## Key Achievements:

- Efficiently managing a team of developers by giving a brief understanding of the product
- Understanding client requirements and designing SOW and Concept Note for them.
- Efficiently and profitably managing the complete project development process.
- Documentation of Detailed Functional Requirements and designing Wireframes based on the same.
- Efficiently working as a liaison between the client and delivery team for commercial as well as Government projects.
- Define product capabilities
- Understand the Vertical needs of customers

## Key Projects

Projects	Short Summary
<b>Travel Agency</b>	<p>Developed an application and portal offering Hajj and Umrah packages, providing customers with the best price options and additional related services.</p> <p><b>Key Role:</b> Requirement Gathering, SOW, Wireframes, BRD, and Project coordination.</p>
<b>Auto service station</b>	<p>Developed an application for Delivery Sales Managers (DSMs) to track check-in/out timings, manage fuel and service sales, and generate day-end sales reports for admin oversight.</p> <p><b>Key Role:</b> Requirement Gathering, SOW, Wireframes, SRS, user manual, and Project coordination.</p>
<b>University management system</b>	<p>Developed a university admission application system allowing students to apply online, complete the admission process, and make payments for seat allocation to specific colleges.</p> <p><b>Key Role:</b> Requirement Gathering, SOW, FRS, DFD, Project coordination.</p>
<b>Moolyankan</b>	<p>Developed an Army Examination Portal to conduct online exams, including features for question uploading, automated question paper generation, result processing, and end-to-end exam management.</p> <p><b>Key Role:</b> Requirement Gathering, SRS, FRS, DFD, User stories, Wireframes, and Project coordination.</p>
<b>Himachal Pradesh Department Transport</b>	<p>Designed and developed a citizen service portal for Himachal Pradesh, enabling residents to apply online for various bus permits, including inter-state and intra-state permits.</p> <p><b>Key Role:</b> Requirement Gathering, SOW, Wireframes, SRS, FRS, DFD, User stories, and Project coordination.</p>

<b>Tejays (ISP Services Provider)</b>	<p>Developed an Internet Service Provider (ISP) management solution accessible via web and mobile, enabling role-based access, organizational management by location, and streamlined user interactions for internet services.</p> <p><b>Key Role:</b> Requirement Gathering, SRS, FRS, DFD, User stories, Wireframes, and Project coordination.</p>
<b>Vardhman reporting application</b>	<p>Developed a business management application that records user purchase data across regions (North, South, East, West) with details like quality, payment modes, and transaction amounts. The system generates interactive reports and provides features for users to analyze data and manage business operations with ease.</p> <p><b>Key Role:</b> Requirement Gathering, SOW, User stories, Wireframes, user manual, and Project coordination.</p>
<b>GDS Travel</b>	<p>Developed a location-based application and portal offering customers integrated packages and services at the best price. The solution supports offline maps with user inputs stored locally and automatically synced to the live database when online.</p> <p><b>Key Role:</b> Requirement Gathering, SOW, Wireframes, BRD, and Project coordination.</p>
<b>Dino-Ware (Search Engine)</b>	<p>It is a search engine where users can search their 3D printing Documents based on the selection of dropdowns, and based on inputs, results will be populated for the user from where they can download PDF documents, and if required user can also get assistance by paying a specific amount.</p> <p><b>Technology:</b> .NET Core, Angular as frontend, AWS S3 Bucket Database: MySQL</p> <p><b>Key Role:</b> Team management, Scrum Planning, one-to-one communication with clients, Requirement Gathering, SOW, User case, Wireframes, user manual, and Manual QA.</p>

<b>Dino-Ware (Document Editor)</b>	<p>Developed a platform for admins to create and manage documents using a customizable editor. The system allows creation of cover pages, headers, and footers, saves documents to AWS S3, links inputs with search results, and publishes PDFs. Editable Word versions are maintained for future updates.</p> <p><b>Technology:</b> .NET Core, Angular as frontend, AWS S3 Bucket Database: MySQL</p> <p><b>Key Role:</b> Team management, Scrum Planning, one-to-one communication with clients, Requirement Gathering, SOW, User case, Wireframes, user manual, and Manual QA.</p>
<b>PlayBook</b>	<p>Developed an online training platform connecting athletes with certified coaches for one-on-one virtual sessions. Implemented features such as user registration (athletes/coaches), coach profiles with ratings &amp; reviews, schedule management, session booking with integrated payment gateway, live video sessions with recording playback, collaborative whiteboard for real-time guidance, and an athlete feedback system.</p> <p><b>Technology:</b> .NET Core, Angular as frontend, AWS S3 Bucket Database: MySQL</p> <p><b>Key Role:</b> Team management, Scrum Planning, one-to-one communication with clients, Requirement Gathering, BPD, SOW, User Stories/acceptance criteria, Wireframes, user manual, and Manual QA.</p>
<b>Ticketing</b>	<p>Developed a B2B/B2C ticket booking application where partners can create and manage events with details like date, time, venue, pricing, and slots, supporting both online and offline bookings. Enabled users to search events by location, book tickets for multiple members, receive email confirmations, and cancel within specified timelines.</p> <p><b>Technology:</b> Laravel, React as frontend, AWS S3 Bucket Database: MySQL</p> <p><b>Key Role:</b> Team management, Scrum Planning, one-to-one communication with clients, Requirement Gathering, SOW, User Stories/acceptance criteria, User case, Wireframes, user manual, and Manual QA.</p>

<b>Pharmastock</b>	<p>Developed a software solution for a pharmaceutical agency to integrate Salesforce with the Propels repository. Enabled admins to upload medicine manuals (PDFs) by language, location, and brand, while users could access relevant documents without login by selecting preferences.</p> <p><b>Technology:</b> HTML, CSS, and JavaScript, Apex for the Frontend, Java, and Visualforce used for the backend.</p> <p><b>Key Role:</b> Team management, Scrum Planning, one-to-one communication with clients, Requirement Gathering, SOW, User case, Wireframes, user manual, and Manual QA</p>
<b>ShopVerse</b>	<p>Developed a retail shopping application integrated with Nordstrom's catalog, enabling users to browse and filter products, check real-time in-store availability with floor-wise location, and navigate to items. The app also supports product reservations for try-on, personalised recommendations, in-store purchases, and home delivery options.</p> <p><b>Technology:</b> Laravel, React as frontend, AWS S3 Bucket  <b>Database:</b> MySQL</p> <p><b>Key Role:</b> Team management, Scrum Planning, one-to-one communication with clients, Requirement Gathering, BPD, SOW, User Stories/acceptance criteria, Wireframes, user manual, and Manual QA.</p>
<b>NewCo</b>	<p>Developed a property listing platform enabling users to search properties by location and post their own listings. User-submitted properties are validated by the system before being published to the portal.</p> <p><b>Key Role:</b> Team management, Scrum Planning, one-to-one communication with clients, Requirement Gathering, BPD, SOW, User Stories/acceptance criteria, Wireframes, user manual, and Manual QA.</p>

<b>Learning Lingo</b>	<p>A learning management system was developed for the client to manage their students according to the age limit (8-11 years), (11 years and above). This solution enables the admin to conduct tests for individual persons.</p> <p><b>Key Role:</b> Team management, Scrum Planning, one-to-one communication with clients, Requirement Gathering, BPD, SOW, User Stories/acceptance criteria, Wireframes, user manual, and Manual QA.</p>
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### Skills & Abilities

- Business Analysis
- Documentation – BPD, BRS, SOW, SRS, FRS/NFRS, User Stories, User Acceptance Criteria, and User Manual.
- Process Flows Diagram
- Data Flow Diagram
- User Flow Diagram
- User Cases
- Client Handling
- Wireframes Designing in Balsamiq
- Microsoft Word
- Microsoft PowerPoint

### Additional

- Working actively for the noble cause, such as participating in blood donation.
- Participated in the state-level Carrom Championship.

### Experience

- Outline System India Pvt. Ltd. as a Business Analyst (February 2019 to 31st July 2020)
- Teq Mavens as Business Development Executive (September 2020 to 18 February 2021)
- Graycell Technologies Pvt. Ltd., As Business Analyst (June 2021 till Present)

### Educational Qualification

- B.Tech in Computer Science from Guru Gobind Singh College of Modern and Technology, Kharar.

### Personal Dossier

Date of Birth : June 25, 1991