Sr. Business Analyst

Brief about the job:

We are looking for someone who has strategic business analysis capabilities and experience, especially with enterprise products. This role will be responsible for working with Business Teams (Sales and Customer Success) to learn how users are engaging with the platform and design improvements for our product, including detailed requirements and business rules. The Senior BA will also be facilitating internal question and answer on features and application behaviours, based on a detailed understanding of Use cases and keeping in mind (always) the value to be showcased to our users.

Candidate should have past exposure to:

- Implementing enterprise product frameworks across businesses and business lines
- Dealing with multiple lines of businesses, products, business units, geographies as part of the complexity of the product.
- End to end life cycle of a customer's journey – on boarding/CRM/financial aspects/revenue generation and management
- Building multiple products involving heirarchies of Accounts
- Managing requirements around Complex Role Based Access Control (RBAC) systems

Responsibilities

- Eliciting and clearly documenting business and systems requirements. Defining and managing project scope while working in an Agile environment
- Requirements gathering, through workshops, interviewing and other techniques. Documentation of requirements, features and user stories
- Supporting a user experience team on information architecture, workflows, UI sketches and wireframes
- Capturing of acceptance criteria, specification of test cases and conditions
- Management of user acceptance testing (UAT)
- Preparation and delivery of user training
- Participating in quality assurance (QA) test execution activities and change request management
- Facilitating internal question and answer on features and application behaviours

- Participating in Solutioning calls for new prospects as well as for new customers signed up (in the Implementation phase)
- Preparing and executing release management preparation of daily updates during UAT and QA phases with issue counts, risks and roadblocks for both the internal and client teams
- Stay current with customer needs and strategies; communicate updates and findings; and facilitating project meetings and presentations to senior management, Customers, technical staff
- Provide project level analysis – producing required project analysis documentation (business requirements, scope matrix, use cases, sequence diagrams, future state proposals, UAT plan)
- Facilitate and support product backlog management
- Collaborate closely with developers to implement the requirements, provide necessary guidance to testers during QA process
- Identify improvement opportunities (proactive and reactive). Assess business process and system inefficiencies
- Identify ways and have recommendations on how to increase adoption and customer satisfaction

Position type – Full time

Location - Bangalore