

Mayuri Borude

Business analyst

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Professional Summary

- Results-driven Business Analyst with 7 years experience delivering data-driven solutions across healthcare, finance, SaaS, and e-commerce. Expert in Agile methodology, process improvement, stakeholder engagement, and business reporting. Proven ability to reduce project delivery times by up to 40% through streamlined workflows and actionable insights. Skilled in Power BI, Tableau, SQL, Jira, Salesforce, and business documentation.
- Proficient in Business Process Mapping and Modeling, with hands-on expertise in both Agile/Scrum and Waterfall methodologies throughout the Software Development Life Cycle (SDLC). Demonstrated ability to conduct detailed GAP analysis, SWOT analysis, impact analysis, risk assessments, and cost-benefit evaluations to support strategic decision-making.
- Experienced in leveraging project management tools such as MS Project, Excel, SharePoint, Rally, and the MS Office Suite to streamline workflows and enhance project visibility. Adept at designing and deploying interactive dashboards and visualizations using Tableau and Power BI, delivering actionable insights to stakeholders.

Education

Shivaji University

Bachelors' in Electronics Engineering

Work Experience

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Jun 2023 – May 2025

Business analyst

USA

- Conducted a detailed gap analysis between existing logical/physical data models and actual business workflows, identifying 12+ critical inconsistencies that were resolved to align systems with process requirements.
- Managed SharePoint and Smartsheet access and permissions for over 60 users, ensuring secure collaboration and maintaining up-to-date business documentation and project status updates.
- Created and prioritized 100+ user stories and platform enhancement features in JIRA and Rally, maintaining a well-structured product backlog and improving sprint planning accuracy by 30%.
- Delivered 25+ ad-hoc Tableau reports by connecting to multiple data sources and designing multi-view dashboards, supporting executive decisions and operational visibility.
- Facilitated over 15 Joint Application Development (JAD) sessions to gather business and technical requirements, contributing to the creation of system design documents and functional specifications.
- Tracked and managed 80+ application defects using Jira, coordinating across teams to ensure timely resolution during iterative development cycles.
- Maintained a change request log via Rational ClearQuest, overseeing 50+ stakeholder enhancement requests and ensuring traceability through the project lifecycle.

Graebel Companies

Feb 2023 — May 2023

Business Analyst

USA

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- Facilitated over 15 Joint Application Development (JAD) sessions to gather business and technical requirements, contributing to the creation of system design documents and functional specifications.
- Acted as a Data Modeler to design and transform datasets in Hive, enhancing data accessibility and improving downstream data processing efficiency by 20%.
- Tracked and managed 80+ application defects using Jira, coordinating across teams to ensure timely resolution during iterative development cycles.

Jacuzzi Group

Nov 2021 — Nov 2022

Business Analyst

USA

- Spearheaded Agile methodology implementation for internal application development, improving team delivery speed by 30% and enhancing stakeholder collaboration.
- Gathered, analyzed, and documented functional requirements for software solutions, supporting delivery of 10+ cross-functional projects across digital marketing and commerce platforms.
- Created and maintained detailed project tracking documentation using MS PowerPoint, Excel, Visio, and MS Project, ensuring 100% on-time reporting across project milestones.
- Supported UAT execution for eCommerce projects by writing over 50 test cases and scenarios, identifying 20+ issues before go-live and ensuring smooth customer-facing operations.
- Led requirement gathering and workflow documentation for Salesforce integrations across Commerce Cloud, Marketing Cloud, Sales Cloud, and Service Cloud, increasing operational visibility by 40%.
- Delivered marketing technology enhancements for brand, product, and channel campaigns by collaborating with cross-functional teams, reducing campaign setup time by 25%.
- Utilized Jira, SmartSheet, Monday.com, Hive, and Lytho to manage project timelines, status updates, and risk tracking, ensuring 95% task completion rate across active sprint cycles.

JP Morgan Chase & Co

Mar 2021 — Oct 2021

Business Analyst

USA

- Facilitated over 15+ discovery workshops with SMEs to gather critical project insights, align on business goals, and define strategic outcomes, accelerating project initiation timelines by 20%.
- Partnered with Product Owners to analyze business needs, groom the product backlog, and prioritize features based on risk, ROI, and feasibility, improving sprint efficiency by 30%.
- Wrote and prioritized 100+ detailed user stories during the discovery phase, documenting real-world user scenarios to ensure clarity and alignment across development and testing teams.
- Provided actionable inputs for data model development and reviewed logical data models to ensure alignment with business requirements, resulting in a 25% reduction in downstream rework.
- Created comprehensive process documentation including use cases, activity diagrams, swimlanes, and sequence diagrams to map complex financial workflows and regulatory procedures.
- Led the KYC data collection for 1,000+ clients, ensuring accurate onboarding and regulatory compliance through timely risk assessments and enhanced due diligence protocols.
- Utilized AML tools to streamline verification of legitimate customers while minimizing false positives, improving client onboarding speed by 18% and reducing operational friction.

TopHat Software Technologies

Mar 2018 — Feb 2021

Business Analyst

USA

- Involved with all phases of SDLC such as gathering requirements, documentation, analysis, design, development, testing, and deployment of projects.
- Engaged in daily Scrum meetings with the Project team and change management team to address the requirement updates, change requests, and responsibilities.
- Frequently interacted with Scrum Master, Team Leads, stakeholders, and end users regarding any concerns throughout the project.
- Designed and developed Power BI graphical and visualization solutions with business requirement documents and plans for creating interactive dashboards.
- Drove and owned backlog grooming and management, prioritizing the iteration and delivery of iteration.
- Analyzed end-user requirements, their strategies, and their objectives to create Use Cases.
- Created Use Cases, Use Case Models, Workflow, and System Specifications and analyzed end-user requirements, strategies, and objectives to create those Use Cases.

Skills

Software Packages: Microsoft Office (Advance Excel, Word, PowerPoint), Power BI, Tableau, SharePoint

Project Management Tools: Azure DevOps, Jira, Confluence, MS Project, and Bug tracking

Data Skills: Data Visualization, Data Analysis

Database System: MySQL

Diagramming Tools: MS Visio, Draw.IO, Lucid chart

Business Analytics Skills: Cost Benefit Analysis, Risk Analysis, GAP Analysis, SWOT Analysis, Root Cause Analysis, UAT, Requirements Gathering, Change Management

Operating Systems: Windows, Mac OS

Methodologies: Waterfall, SDLC, SCRUM, Agile

Others: Salesforce (CRM), Salesforce Commerce Cloud, Marketing cloud, ERP, AEM

Documents: BRD, FRD, SRS, User Stories, Use Cases, Test Case

Certifications

Jira Certified By Atlassian.