KAMAL SONI

Business Analyst – 14+ years
Mobile: +91-8800744177 | **Email:** kamalkhetri@gmail.com
LinkedIn: https://www.linkedin.com/in/kamal-soni-8757404b/

Core Competencies	Certifications	Tools & Approach	Skills	Academic Details
• Stakeholder Management, Problem Solving, Decision Making, Analytic Skills • Project Management, Process Improvement, Risk & Change Management • Agile & Scrum Process, Team Leadership, Business Growth, Revenue Generation • ERP & CRM System Knowledge	• **CPBA** – Certified Professional Business Analyst | 14th Apr, 2021 • **CASPO** – Certified Agile Scrum Product Owner | 18th Apr, 2024 • **CSM** – Certified Scrum Master | 10th Jan, 2020 • **PPM** – Professional in Project Management | 2nd Mar, 2024 • **AZ-400** – Microsoft DevOps Solutions | 16th Aug, 2024 • **ISTQB Foundation** | 21st Dec, 2013	• JIRA, Confluence, ADO, Asana, Trello, ZOHO, Zephyr • MS Office, SQL, Visio, Draw.io, Balsamiq, Lucid chart • HubSpot, SOAP-UI, Power BI, Tableau, DevOps CI/CD • Agile Methodology, Top-down-WBS, XP, ChatGPT	• Technical: SQL, Tableau, Power BI, Excel, APIs • BA Skills: Requirements Gathering, Process Modeling, Agile/Scrum • Project Management: Agile, Waterfall, Documentation • Communication: Technical Writing, Presentation, Data Visualization, Figma, Gen AI	• MCA, 2007 – Jai Narain Vyas University, Jodhpur • B. Com, 2003 – Rajasthan University, Jaipur • 12th Commerce, 2000 – Ajmer Board, Rajasthan • 10th General, 1998 – Ajmer Board, Rajasthan

Professional Summary

- Versatile and analytical **Business Analyst with 8+ years** of relevant experience bridging business needs with technical solutions across domains including **E-commerce (B2B/B2C), BFSI, Travel & Insurance, Healthcare, and Social Networking**. Proven ability to gather and analyze requirements, design process models **(UML, DFD),** and deliver efficient, cost-effective solutions using **Agile and Waterfall methodologies**.
- Experienced in all phases of the SDLC—requirements, design, development, **QA,** deployment, and support. Skilled in creating **BRD, FRD, RTM, user stories, use cases, and wireframes**, with a strong command of stakeholder engagement, documentation, training, and conflict resolution. Proficient in backlog management, sprint planning (SMART goals), Moscow prioritization, and applying **INVEST**
- principles. Hands-on with Agile ceremonies, Scrum practices, and tools like **JIRA, Confluence, MS Visio**, Power BI, Tableau, and Salesforce. Supports QA with UAT, test plans, and defect triaging using both manual and automation testing techniques (Black-box, White-box, Security, Performance, V&V).
- System Analysis: Understand how systems interact, including dependencies, data flows, and integration points. Data Analysis: Analyze and interpret data using **SQL, Excel, or BI tools.** Support data mapping, cleansing, and transformation.
- API and Integration Analysis: Define REST/SOAP API endpoints, authentication methods, and error handling scenarios.
- Technical Documentation: Create data flow diagrams (**DFD),** sequence diagrams, and architecture flowcharts. Database Understanding: Collaborate with DBAs; read/write basic **SQL queries**; understand DB schema and relationships. Figma, Draw.IO and Other tools are helpful to design wireframe / mockup.
- Support in Testing: Write **test cases**, participate in system and integration testing, and validate technical implementations.
- Technical Feasibility Studies: Assess whether proposed solutions are technically viable based on current architecture.

- Adept in production support, SharePoint content management, CI/CD (DevOps pipeline), and offshore project coordination. Skilled in SQL, data validation, visualization, and reporting. Familiar with financial products (bonds, equities, derivatives, OTCs) and global payment systems **(SWIFT, CHAPS, BACS, RTGS, IMPS).**
- Recognized for strong decision-making, stakeholder communication, mentoring Agile teams, and delivering projects on time and within budget. Flexible to perform as **BA, PO, Scrum Master, QA, or Project Manager**, with a proven track record in cross-functional leadership and continuous improvement.

Professional Experience

MYVA Technology | BA cum pm | Gurgaon | Mar 2024 – Current

- Freelance and Contract-Based Role (Confidential Project)
  Currently working as a Lead under a signed agreement on a confidential freelance and contract project.
- *Responsibilities:*
  End-to-end delivery of the project aligned with client requirements, committed timelines, and quality standards.
  Supporting project management activities, including:
  Documentation: BRD, DFD, FRD, User Stories, Use Cases, RTM
  Risk and Change Management
  Ensured on-time project delivery through active contribution and effective management of business requirements.

COFORGE | Business Solutions Specialist | Greater Noida | Apr 2021 – Mar 2024

Projects: NPP Tokenization | British Airways, UK / CSM | Santander, UK | Financial Apps / Websites

Roles & Responsibilities (BA/PO/LEAD):

- Led end-to-end booking and transaction process execution with a focus on system integrity and seamless user experience.
- Gathered and analyzed requirements via interviews, workshops, prototypes, and documentation; created wireframes, mock-ups, and UML diagrams. Understand 'AS IS' flow, System Architecture, Database flow, Api, Table interaction and provide the 'TO BE'
- Defined scope, identified stakeholders/vendors, and drove integration of global payment systems (cards, UPI, NETBANKING, CHAPS, BACS, SWIFT).
- Created BRD, FRD, DFD, RTM, use cases, Epics, User Stories, Acceptance Criteria, and Story Points.
- Prioritized product backlog, collaborated with Scrum teams, and monitored sprint goals using SMART and INVEST principles. Implemented process improvements, risk/change management strategies, and mentored teams in Agile/Scrum practices. Ensured product quality with QA collaboration, bug tracking, and reporting via Power BI/Tableau. Used tools like JIRA, Trello, Confluence, MS Visio, and draw.io.
- Supported marketing and sales enablement initiatives to boost product visibility and revenue.
- Outcome Achievement
  - Ensure successful project outcomes and client satisfaction.
  - Deliver the product backlog within committed deadlines.
  - Achieve high-quality results, foster strong client relationships, and encourage repeat business.

Highlights:

- Boosted revenue by analyzing customer behavior and operational workflows.
- Delivered insights through profitability analysis and predictive modelling.
- Led process improvements and client-specific customizations to enhance satisfaction.
- Managed team, driving performance, training, and quality assurance.

Metacube Software | Technology Analyst | Jaipur | Sep 2020 – Mar 2021

Products: Beam Suntory (alcoholic beverages), US / Blackpurl (dealership management system), Canada

Roles & Responsibilities:

- Manage client requirements, queries, and tickets through Salesforce.
- Work with sales, purchasing, vendors, and other departments to resolve client issues, handle invoicing, and address billing concerns. Create and maintain documentation such as Business Requirements Documents (BRD), Functional Requirements Documents (FRD), and Data Flow Diagrams (DFD) using MS Visio and app.diagrams.net. Prepare dashboards to track and monitor client queries and issues. Provide timely technical and functional solutions by closing tickets, making calls, or delivering presentations. Coordinate with the dev team to make technical solution of the client requirement by apply the 'join application development', understand the system flow, database Promote developed products and services to boost sales and revenue.

- Stakeholder Engagement: Engage with stakeholders via email, Teams chat, and cold calls to support client business and drive repeat business.

Virtusa | Consultant | Gurgaon | Aug 2014 – May 2020

Projects:
- Commerce Next (web & mobile app) / Amway / UK
- Cadence Online Support System (web & mobile app) / Noida
- Commerce Bank-CIS (customer information system), New York (web & mobile app)

Roles & Responsibilities:
- Managed global stakeholders and cross-functional teams; ensured project alignment and communication.
- Gathered and documented requirements (BRD, FRD, DFD, RTM, Use Cases) via workshops and interviews.
- Applied SMART, INVEST, Moscow for sprint planning, backlog prioritization, and user story creation.
- Visualized requirements via wireframes and diagrams; defined DOR, DOD, Story Points, and Acceptance Criteria.
- Participated in all Scrum ceremonies; coached teams on Agile best practices, conflict resolution, and motivation.
- Validated data using SQL; supported QA through manual/automated testing and ensured delivery of high-quality modules. Align the Business Requirement (technically and functionally) with development team effort, Understand and analysis of the existing system flow, dataflow, and prepare the 'AS IS' and provide the 'TO BE' solution
- Utilized JIRA, Confluence, Visio, and Excel for project execution and reporting.
- Banking Business Analyst – Liberty Bank Ltd., London
- Led financial analysis, reporting, and investment research; presented insights to executives.
- Managed 42-member team; improved processes, saving 800+ man-hours/month.
- Drove stakeholder collaboration, achieving 98% on-time delivery and $3.2M legal cost savings.
- Conducted data modelling and KPI analysis to optimize business performance.

Cyberlinks Technology | Senior QA Analyst | Gurgaon | Dec 2013 – Jul 2014

Projects: Airtel Money (Mobile App), / Madame (Web & Mobile App)

Roles & Responsibilities:
- Led end-to-end QA and BA activities, from requirements gathering to test execution.
- Created BRD, FRD, mock-ups, and maintained RTM and defect logs.
- Planned and performed manual/automated testing; ensured traceability and quality in Agile sprints.
- Verified backend data using SQL; identified risks and resolved technical issues.
- Promoted Agile best practices, supporting team collaboration and continuous improvement.

Retina Software | Senior QA Analyst | Jaipur | May 2013 – Nov 2013

Products: Spy Products (Mobile Spy, Net Spy, Sniper Spy, Phone Sheriff, Ace Spy, Baby Monitoring System) \ Native Apps

Roles & Responsibilities:
- Championed open team collaboration, mentoring on QA best practices and technical issue resolution.
- Defined and implemented robust test strategies with full manual and automated test coverage.
- Standardized documentation (BRD, FRD, RTM, test plans) to align testing with business objectives.
- Monitored sprint execution using JIRA/Azure DevOps; ensured compliance with DOR/DoD standards.
- Conducted data validation using SQL to ensure accuracy, support risk mitigation, and maintain data integrity.
- Technically analyze the system flow, data structure and align with dev team effort

Dotsquares Technology | Quality Analyst | Jaipur | May 2010 – Feb 2013

Projects Handled (UK & US Clients)

Travel Soon – Travel web/mobile app for flight & hotel booking with filters and recommendations.
Hoot Smart – E-commerce app enabling product selection, orders, and secure payments.
Home Banking System – Finance app for tracking expenses and generating reports.
Bank of America - CSM – Banking module for account management and core banking operations.

Roles & Responsibilities:
- Performed manual/automated testing across web and mobile platforms.
- Followed STLC and Agile practices (sprint planning, reviews, and user story grooming).
- Created test plans, test cases, BRDs, and use cases aligned with project goals.
- Engaged in client meetings, issue tracking, and requirement analysis.
- Logged and managed issues/stories in JIRA; validated frontend/backend via SQL.
- Ensured end-to-end quality and on-time delivery across all modules.

Personal Details & Address

Present Address: Flat-104, B- block, Janki Vihar, Bani Park, Jaipur. Pin code: 302016
Permanent Address: Ward Number 52, Radha Kishan Pura, Sikar, Pin code: 332001