

# Dhruv Mathur

IT-Business Analyst

Business Analyst offering 3 years in IT industry. Expert on business and systems requirements, user acceptance testing, process improvement and end-user training.

## Work History

2019-05 -

Current

### Business Analyst

*Onjections Labs, Gurgaon, Haryana*

- Handling two major product of the organization i.e. Shipway (Tracking and Notification App) and SMS Notification (Sending order tracking notification)
- Analyzing latest trends in the market and implementing the new features to give more access to customer
- Followed agile methodology and key member of scrum meeting by assisting the teams member with their tasks
- Collaborated with product owners, team members, technologists and other scrum masters to define solutions and drive progress
- Understanding and analyzing the client requirement, providing robust solutions to meet client requirements for functionality, scalability and performance
- Assisting sales teams to resolve the client queries
- Assigned tasks to associates using project management tools, staffed projects, tracked progress and updated managers, partners and clients, maintaining optimal business flow
- Hands on experience on Project Management tools like Asana, JIRA, Trello. Also, experience in wireframing tools like Balsamiq, Mockingbird

## Contact

### Address

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### LinkedIn

linkedin.com/in/dhruvm63

### Twitter

twitter.com/dhruvm63

## Skills

Agile development

  
Very Good

Business process  
improvement

  
Very Good

Functional testing

  
Very Good

System Monitoring

  
Very Good

SCRUM

  
Good

2018-01 -  
2019-05

## Business Analyst

*Xieno, Jaipur, Rajasthan*

- Successfully manage multiple project with on time delivery and achieved scheduled goals
- Reviewed constantly clients feedback/ queries and then suggested the ways to improve and solutions to queries. Maintaining the relationship which increase client retaining rate
- Ensured that the new client will grow into a loyal customer by providing the special services
- Maintaining the communication with for long term relationship
- Having hands on experience on Project Management tools like Slack and Basecamp
- Updating the CRM with Client details
- Assigning task to development team and managing the resources. Having experience on tools like Trello
- Creating the RFP and RFQ

2016-09 -  
2018-01

## Business Analyst

*Noto IT Solution, Jaipur, Rajasthan*

- In depth knowledge of online bidding portals like Freelancer.com, Upwork, etc.
- Requirement Gathering from client & drafting it in documents while acting as liaison between client and development team and handling existing clients while fetching up business from them.
- Discussing the business logic with the clients.
- Performed detailed analysis of business, technical processes and requirements.
- Excellence in designing the application flow, understanding the business logic.
- Self-starter, goal oriented and ability to handle multiple tasks simultaneously.

Market research



Problem solving or  
troubleshooting



Wireframing



SQL and databases



Product development



# Education

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**2014-07 - Master of Science: Information Technology**

**2016-05** *Christ University - Bangalore*

- Won 2nd prize in IT Project Exhibition

**2011-07 - Bachelor of Computer Applications: Information**

**2014-03** **Technology**

*Amity University Rajasthan - Jaipur*

- Organized Debate Competition at Intra-university
- Graduated with 7.2 GPA