

# NIKUNJ SAXENA

## UX/UI Business Analyst

### CONTACT

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### EDUCATION

2023 - 2024  
SHERIDAN COLLEGE, OAKVILLE, CANADA

- Post Graduate in Digital Product Design

2007 - 2011  
RGTU UNIVERSITY

- Bachelor of Engineering (Information Technology)

### SKILLS

- User Experience Design
- Agile Methodologies
- Design & Collaboration Tools: Figma, Jira, Miro, Confluence
- Stakeholder Engagement & Requirements Elicitation
- Process & Data Flow Modeling
- Design thinking and user-centric approach
- User Research
- Digital Solution Enhancements

### CERTIFICATIONS

- Professional Scrum Product Owner (I & II), 2022
- Certified Scrum Master (CSM), 2022
- TCPS2: CORE - Research Ethics, 2023

### PROFILE SUMMARY

Seasoned Business Analyst offering a track record of delivering digital solutions that enhance user experience and align with strategic business goals. Expert in Agile (SCRUM) environments and adept in user-centric design with a penchant for creating accessible and impactful digital experiences. Adept at building relationships and leading cross-functional teams to foster innovation and solve complex problems.

### WORK EXPERIENCE

**Zensar Technologies Ltd. (India & UK)** 2020 - 2023  
Senior Business Analyst / Sr. Lead

- Led business analysis and stakeholder consultations to define and translate complex business requirements into detailed technical specifications for the Digital Transformation projects.
- Orchestrated agile teams as a Scrum Master, achieving collaborative and efficient project environments and delivering high-quality solutions.
- Championed UX design improvements, resulting in more engaging and accessible digital experiences across multiple platforms.
- Drove the design and adoption of user-centric digital products, ensuring alignment with business objectives and enhancing the end-user experience.

**Zensar Technologies Ltd. (India & UK)** 2011 - 2020  
HCM Functional Analyst

- Specialized in HCM solutions, utilizing an agile approach to deliver transformative HR system implementations that increased operational efficiency.
- Championed agile transformation projects, driving process innovations and fostering a culture of continuous improvement within cross-disciplinary teams.

### HIGHLIGHTS OF THE SKILLS

- Profound experience in designing complex online user experiences, proficient with design tools including Figma, Balsamiq, and InVision.
- Demonstrated ability in delivering products using Agile (SCRUM) methodologies.
- Competent with online collaboration tools such as MIRO, Atlassian Confluence, Microsoft Office 365, Google Drive, Zoom, Slack, and Microsoft Teams.
- Skilled in the use of backlog management tools like JIRA.
- Strong grasp of content layout, typography, information architecture, and web usability and accessibility standards (WCAG 2.0 & 2.1).
- Proven capability in building trust and maintaining robust stakeholder relationships.