



# SHIKHA SHUKLA

BUSINESS ANALYST- CONVERSATIONAL AI

📍 Noida sector 73 UP India, Noida, 201307, India

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## ABOUT ME

- Experienced and passionate Business Analyst with over 1.5 years of experience evaluating and improving business systems for well known organizations.
- Seasoned Business Analyst offering 1.5 years of industry success. Expert on business and systems requirements, user acceptance testing and end-user training. Accomplished at leveraging past lessons to inform future decision-making.
- Dedicated team leader with the ability to effectively manage and achieve project goals, leveraging my complex understanding of systems engineering concepts.
- Innovative Business Analyst highly experienced in application design, development, testing, and deployment of Chat bot system.

## LINKS

**LinkedIn:**  
<https://www.linkedin.com/in/shikha-s-b55a35184/>

## LANGUAGES

HINDI

ENGLISH

## WORK EXPERIENCE

### IGNITED WINGS TECHNOLOGY PVT LTD.

Noida  
Dec 2021-Present

#### ● Business Analyst- Conversational AI

- Improved business direction by prioritizing customers and implementing changes based on collected feedback.
- Developed a business plan and raised initial capital from investors to launch the business.
- Conducted market research and analyses to identify new business opportunities and trends
- Developed and maintained customer relationships, resulting in a X% increase in repeat business.
- Built strong relationships with key customers and stakeholders, resulting in repeat business and referrals.
- Applied honed problem-solving skills to analyze and resolve issues impacting business operations and goal achievement.
- Generated business intelligence reports to inform strategic decision-making.

### AILIFEBOT

Noida  
Dec 2021-Present

#### ● Customer Success Manager

- Lead process improvement and problem-solving efforts to create standard procedures and escalation policy for customer support team.
- Played instrumental role in client satisfaction by working with operational teams for proper resolution of service issues.
- Monitored metrics and developed actionable insights to improve efficiency and performance.
- Collaborated with cross-functional teams to identify and resolve customer-related issues in a timely manner.
- Developed and delivered customer success training programs to help customers maximize the value of their product.
- Monitored customer progress and addressed customer inquiries with timely and accurate updates.
- 1.5 years of experience working cross functional with a focus on superior quality and customer service.
- Aiming to bring innovative thinking to every conversation and deliver with integrity.
- Designed flows and built chat bot for businesses. In Dialog flow Cx for Contact Center AI(CCAI). Interact with customer to understand their requirements and priorities work with customer to address their requirements and priorities.
- Experienced in designing & managing end to end Business & IT projects that overhauls enterprises solutions.

## PERSONAL DETAILS

Date of birth  
21-07-2001

Nationality  
Indian

Marital status  
Single

## EDUCATION

INDIRA GANDHI  
NATIONAL OPEN  
UNIVERSITY  
Noida  
2024

● **Master's Degree**  
I complete my post graduation in 2024.

UNITED INSTITUTE OF  
MANAGEMENT FUGS  
Prayagraj  
2019

● **Bachelor**  
Completed Graduation in 2019

MAHARISHI VIDYA  
MANDIR  
Prayagraj  
2016

● **Senior Secondary School (CBSE)**

MAHARISHI VIDYA  
MANDIR  
Prayagraj  
2014

● **High School(CBSE)**

## SKILLS

CONVERSATIONAL AI



CHATBOT DESIGN



QUALITY ASSURANCE TESTING



BUSINESS STRATEGY



BUSINESS RESARCH



USER TESTING & WEB USEABILITY



PYTHON(BASIC PROGRAMMING LANGUAGE)



CUSTOMER SUPPORT



LEADERSHIP SKILLS



API & WEB SERVICES



SQL



MS EXCEL



NUMPY



PANDAS



POWER BI



## INTERNSHIP

CETPA INFOTECH PVT  
LTD  
Lucknow  
May 2018-Aug 2018

● **Python Trainee**  
I did my summer internship from "CETPA INFOTECH PVT. LTD." On Python

## PROJECTS & CERTIFICATIONS

Lucknow  
Aug 2018

● **Project on "Car Dumb" based on Python technology Cetpa Infotech Private Limited**

Lucknow

● **Project on "Electronic Shop" Management System using**

## HOBBIES

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DANCING, PLAYING BADMINTON