ASHWIN PRADEEP HEBLEKAR
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Introduction
An Agile practitioner with experience of 10 years in ITSM/SDLC/ITAM environments meeting fast paced requirements by working with cross functional teams to record BRD/FRD's and working closely with clients to record user experience and EPIC's.

Education
• B'Com from Mahaveer Jain College Bangalore
• 2nd PUC from Surana College, Bangalore
• 10thStandard from APS Public School, Bangalore

Certifications
1) Six Sigma Green Belt – Certified from Govt. Of India
2) Tools and Software: MS Office (Excel, Word, PPT, Visio), Minitab, ServiceNow, Salesforce, Loan Servicing Software, Loan Origination Software.
3) Agile Methodologies
4) JIRA & Confluence
5) Power BI, Tableau, Python.
6) Product Management/ Process Mapping/ ITIL v3/v4 / ITSM Foundation.

Work Experience
JAN 2017 - FEB 2021
SENIOR BUSINESS ANALYST, A APPS.
Functional Responsibilities:
- Initiate Data / Information Gathering activities based on IT requirement.
- Create Product/ Process level documentation ie, BRD, FRD and Process Mapping.
- Record all process change information to be provided to the IT regularly.
- Create PFMEA, RCSA, Checklists for Departments and ORM Team.

Technical Responsibilities:
- Creation of User Experience documents in alignment with EPIC's.
- Data Gathering on existing Clientele using same/similar web applications and promoting the user update.
- Creating Product Backlog for Design prototypes.
- Defining As-Is and To- Be document for the process maps for Web application Creation/Customization.
- Utilizing Data Visualization tools to provide crisp reports on SBR/ QBR and Weekly touch base.

Client Interaction:
- Creating New Client Register and inviting to town halls for application Demo's.
- Coordinating with Clients to understand their requirements and provide application solutions.
- Regular communication with Clients to create a comfort zone during transition from legacy to New system. Acting as the one point contact until implementation completion.

- Acting as the Product Owner and creating a feel good factor with Clients through the journey of business to Renewal.
- Assisting Onboarding/ Contract Management team with Client requirements. 100% hand holding provided.
- Working with the Clients on Renewals and understanding expectations.

Projects Worked on:
1. Integral part of core team responsible for process level documentation to move data from legacy system to Salesforce for Client. - Provident Housing Limited.
2. Writing down Product Backlogs with user experience and EPIC's to create BRD/FRD for the IT Team for LOS.- Loan Depot
3. Providing clients with BAU environments and onboarding client to new adopted in-house software ATLAS for TEM. - TANGOE
4. Creating BRD/FRD/Process Mapping documentation and initiating compliance/ quality checklists for in-house quality automation software. - ENVOY MORTGAGE

FEB 2014 – DEC 2016
SENIOR ANALYST, COMPLIANCE, OCWEN FINANCIALS INDIA PVT LTD
- Member of the team responsible for gathering all SOP's and operational documentations to create roadmaps for the IT team to have the new acquired software in line with current operations at the organization.
- Provide all touch points, role-based access required for the agent level processing of files and day to day operations.

Projects Worked on:
- Initiating client requirement/business requirement/ ITES bridge to adopt and transit data to new loan servicing platform.

JAN 2010 – JULY 2012
SENIOR CUSTOMER SUPPORT, ACCENTURE INDIA PVT LTD
- Worked with handling day to day calls to register accidents and assist customers with claims process.
- Arrange for repairs, roadside assistance, liability ascertainment and recover paperwork for claims process.