

# ROBERT SMITH

## Sr Business Analyst/ Co-ordinator

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Overall 6 years of IT experience in all phases of Build and Deploy of Web Apps, Data warehousing Project Development Life Cycle, providing solutions, POCs and improving the quality of Processes Experience in Deploying Azure, web apps.

## EXPERIENCE

### Sr Business Analyst/ Co-ordinator

#### Microsoft Vendor Through Tech Mahindra - AUGUST 2014 - 2019

- Participation in Change release activities o Deploying quarterly build in UAT and Production Maintaining Test, UAT and Production environments.
- Performing analysis of different Stored Procedures and database changes Backing Up and Restoring Databases in SQL Server.
- Verifying flow of data in Databases in order to keep database and business process up to date o Monitoring jobs and handling job failures.
- Accountable in Handling High Priority deployment issues Accomplishments.
- Managed end to end deployments for HR/LCA applications in CFIT 2. Actively engaged and participated in Change and release processes.
- Analyzed and fixed deployment issues during releases and documented the same.
- Trained 3 Analysts and ensured day to day needs were met. Created process training manuals.

### Sr Business Analyst

#### ABC Corporation - 2011 - 2014

- Managed interdepartmental execution of regulatory updates and required mailings relating to transfer agency functions while serving as technical and procedural liaison for all Citigroup areas impacted.
- Coordinated execution of tax form mailings totaling over 100,000 shareholder mailings.
- Accurately paid, reported, and reconciled annual federal and state tax forms on behalf of Citigroup Mutual Fund and Hedge fund clients.
- Conducted business plan analysis/feasibility studies, and industry best practices evaluating technical solutions based on current environment and required efficiencies.
- Audited work of support areas overseeing fund quality (monetary and non-monetary) to ensure quality, consistency and procedural processes are followed.
- Responsible for training new associates and assisting in their development through means of coaching and mentoring.

- Establishing internal policies, procedures, and standards relating to tax regulations and operational processes..

## **EDUCATION**

- ENGINEERING in ELECTRONICS AND COMMUNICATION - 2002(SJMIT - Chitradurga, Karnataka)

## **SKILLS**

MS-Excel, MS-Office.