

Viveka Kumar

Business Analyst

Seasoned collaborator experienced in meeting needs, improving process, and exceeding requirements in team environments. Diligent worker with strong communication and task prioritization skills.

WORK EXPERIENCE

Business Analyst

May 2019 – Present

IBM INDIA Pvt.Ltd., Pune, MH, IN

- Work on crafting & compelling client centric **RFx** narratives, with a minimum win rate to be **20%** of RFx supported and increasing overall turnaround time by **20%**.
- Led/Supported an Avg of **50+** deals in a year with an average win rate of **20%** or above.
- Built out the data and reporting infrastructure from the ground up using **Tableau and SQL** to provide real-time insights into the product, marketing funnels, and business KPIs
- Build and analyze operational reports on key aspects of the business in **Tableau/Cognos BI** to evaluate factors driving results and summarize them into presentations.
- Work on the creation of project documentation viz., Project Plan, **SOW** (Statement of Work), **DOU** (Document of Understanding), Project Change Request (**PCR**), **POV** (point of view) Contract/Contractual documents, etc. for the client in agreed turnaround time and strategizing to improve performance by **25%** or above along with providing the most scalable solutions to help meet both local and global RFx content needs.

Web Developer (Internship)

Nov 2018 – April 2019

Dev IT Pvt Ltd, Ahmedabad, GJ, IN

- Designed and established user-friendly websites including an optimized checkout page resulting in a 25% increase in user clicks and subsequently a 33% increase in student project enrollment.

WordPress developer (Internship)

June 2017 – July 2017

ITS Data Solution Pvt Ltd., Ahmedabad, GJ, IN

- Prepared website proposals for clients which improved UI by 40%
- Write code using HTML, PHP, CSS, WordPress and design new features for existing websites to reduce overall complexity by 50%.

PROJECTS

EMPLOYEE REWARD SYSTEM

UVPCE, Ganpat University

- Designed a system using HTML, JSP, MySQL, Servlet to deliver salaries and incentives as per work done by employees, hence increased the UI experience by 2x reduced the complexity by 40%.

ICT Broadcast

UVPCE, Ganpat University

- Designed and developed a notice board like android application applying basic UX(HTML, CSS, JavaScript, ReactJS)
- practices like empathy mapping, wireframing etc. Using which students could get all the news and dates regarding events and assignments in one place, this increased the overall clicks per page by 30%

CONTACT

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SKILLS

- Tableau
- Cognos BI
- Python
- Databases (MySQL)
- Microsoft Office
- Excel

CERTIFICATIONS

- Microsoft AZ- 900 Fundamentals
- CognitivClass.ai Blockchain Essentials
- IBM Big Data Analyst

ACHIEVEMENTS

- Star Employee of the Quarter Award(Q4/2021)
- Staff Training – Lead the training of new employee

EDUCATION

UVPCE, Ganpat University

B.Tech. Computer Science
With Specialization in Big Data Analysis
April 2015 – May 2019
8.6 CGPA
Ahmedabad, GJ, IN

LANGUAGES

- English
- Hindi
- Gujarati

INTRESTS

- Dance
- Music
- Craft
- Yoga
- Gardening