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**Ms. Sargam Singh**

**Mob: 9999073008**

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**Work experience: 5 years 8 months**

**Summary:** In my 5.8 years of experience I have worked as a business analyst which involved direct interaction with the client for requirement gathering, requirement elicitation, gap analysis and documentation of requirements and working closely with development team to develop software as per customer business needs. I worked in travel, transportation and logistics domain. I worked for clients in Singapore, Vietnam, Dubai and Bangkok.

**Last Employer: NIIT Technologies Ltd**

**Profile: Business Analyst**

**About Project:** Worked for world's one of the largest and leading specialist in air transport communications and information technology (IT). They work closely with every sector of the air transport community, innovating, developing and managing business solutions over the world's most extensive network. The system will be used by the airlines for managing and maintaining the complete reservations system from end to end. We as company are providing them to transform and develop their legacy system to cater the needs of the client in increasing competitive world and their changing business requirements based on **Agile methodology**. I as business analyst was working closely with the client to document and understand their requirements and communicate it to the development team to develop the system as per the client needs.

**Duration: 1<sup>st</sup> Nov, 2012-Till date**

**Job responsibilities:**

- To prepare business requirement document as per standards
- Gap analysis and business data analysis
- To verify the test cases and scenarios prepared by testing team
- To prepare user guide and training manual for the end users
- To provide demo to the client at the end of each iteration on the features and flows developed and delivered during each iteration

**About Project:** This project was also based on Agile methodology. This project was about developing security systems at airport for controlling passengers entering and leaving the airport. We received requirement in the form of user stories. I as a business analyst was involved in preparing user stories and providing information to the development team.

**Duration: 30th August, 2012-1st Nov, 2012**

**Job responsibilities:**

- Prepared the user stories based on template provided by the client
- To discuss and decide on the story points with the team
- To support in preparing and verifying test cases based on the requirement and

- execution of the test cases
- To handle queries of development team and works towards the resolution of the query
- Functional testing at the end of each iteration
- Prepare user guides and training manuals for the end users

**Previous Employer: SDG Software Pvt ltd From 30<sup>th</sup> Aug, 2010- 20<sup>th</sup> April, 2012 as senior business analyst**

**About Project:** Worked on new development project using **agile development** methodology for developing the notification system for one of the client based in US using **Service-now tool**.

**Job Responsibilities:**

- Direct interaction with the client for gathering their requirements, understanding their current business processes
- Prepared user stories for the existing business process and based on requirements
- Working with development team to develop the requirements on service- now tools
- Prepare Functional Test Cases and test plans (Black box testing, performance testing and integration testing)
- Functional Testing
- Preparing user manual which involves writing instructions for the users
- UAT support

**Previous Employer: NIIT Technologies**

**Worked on new application development project for one of the biggest cargo handling company in Singapore as a business analyst**

**About Project:** Project was about providing cargo ground handling solutions to one of the biggest cargo ground handling agent in Singapore airport. The software was developed to streamline their processes and increase the productivity and efficiency of the operation team in complete process of handling from the booking of cargo till it is delivered to the assignee.

**Duration:** (April 2010-September 2010)

**Job Responsibilities:**

- Direct interaction with the client for gathering their requirements, understanding their business processes and providing them the best possible solution
- Prepared functional and technical Specifications documents as per the requirements of the client using **Star UML tool**
- Knowledge transfer to the offshore development team on functional requirement of client
- Prepare Functional Test Cases and test plans (Black box testing, performance testing and integration testing)
- End-to-End Functional Testing

- Preparing Training manual for the Users
- Onsite Training to the Users by using train the trainer methodology

**Worked on a new application development Project for one of the major shipping company in Bangkok, Thailand**

**About Project:** Project was about providing software for Value Added Service process automation which provided services for customer's secondary logistic needs which in turn enabled the company to establish a foundation base for future total logistic expansion. Prior to the software implementation client was working on excel and whole process was maintained in papers but now the complete process has been automated

**Profile:** Business Analyst

**Duration:** (Aug 2009-April 2010)

**Job Responsibilities:**

- Requirement gathering at onsite with direct interaction with the Client
- Knowledge transfer to the offshore development team on functional requirement of client
- Prepared Software Requirements Specifications documents using Star UML Tool
- Prepare Process flow diagrams, state chart diagrams and Use case Model as part of Software requirements specifications document
- Handling queries from onsite and offshore (functional and Technical queries) as a co-coordinator
- Prepare Functional Test Cases and test plans (Black box testing, performance testing and integration testing)
- End-to-End Functional Testing
- UAT support at onsite
- Preparing Training manual for the Users
- Onsite Training to the Users

**Worked in Travel, Transport and Logistics Vertical and worked on following domains**

**Profile:** Business Analyst

**Job Responsibilities:**

- Involved in providing responses to various RFPs (Request for Proposal) to clients
- Prepared Software requirement specification documents for various clients
- Used Functional Point Analysis for estimation(cots & human effort)
- Developed and prepared collaterals (Marketing Plan, business case, White paper, internal presentations and client list) for software application
- Was actively involved in NIIT Technologies Limited Perspective Planning in which we as a team presented business ideas supported with the facts & figures in which our company can venture into
- Provided training to insides sales and business development manager in Air Cargo domain to make them understand the solution and move forward into various geographies to sell the solution
- Prepared internal training planning which was posted in internal website of NIIT Technologies Limited accessible to every employee in NIIT Technologies Limited

### **Qualifications**

- MBA from ICFAI Business School, Gurgaon, in March 2007, in Finance (major) and Marketing (Minor)
- Graduated from Rewa Engineering College, Rewa, M.P. in 2003 in Electronics & Telecommunications stream
- Passed class 12<sup>th</sup> from Delhi Public School (DPS), Korba, NTPC, Chattisgarh in 1998 securing 76.4% marks in Science Stream
- Passed class 10<sup>th</sup> from Dayanand Anglo Vedic Public (DAV) School, Korba, Chattisgarh in 1996 securing 72.4% marks in Science stream

### **Certification and Achievements**

- Microsoft® Office Visio® Professional 2007: Level 1
- Inquestra learning for Business Analyst
- Undergone the ITIL foundation training

### **Projects**

- Analysis of performances of various mutual funds Schemes in India
- Analysis of Merger & Acquisitions of “HP-Compaq”
- Project on “Behavioral Finance”, behavior and situations in market affecting the investment decisions in market (Investment in stock markets)
- Analysis, Marketing & Promotion of School Management Software

### **Personal Details**

Date of Birth     Born on 24<sup>th</sup> April, 1980

Marital Status     Married

Address             F-4, plot No: 15, First Floor, Vatika India Next, Sec-82, Gurgaon

### **References:**

Mr Debashish Debsikdar, Practice leader, Airport & Logistics Business area

Mr Ashok Singh, Business Consultant, Air Cargo, Domain Area

Mr Amit Choudhary, Project Manager, SDG Software, Service now