**Curriculum Vitae**

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| **Manish Kumar Vidyarthy**  **Panchsheel Apartment, Flat – B 203, Plot – 24, Sector – 4, Dwarka, New Delhi - 110078 +91 96543 50503 |** [**mail.manish.v@gmail.com**](mailto:mail.manish.v@gmail.com) |
| **SKILL SUMMARY**   * Self-starter, able to manage individual responsibilities and also contribute successfully to team deliveries on complex and long term projects, * Full SDLC analysis and documentation, including Business Requirements, Functional Specifications, Testing and Implementation, * Ability to effectively prioritize and execute tasks in a high pressure environment, * Effective management of stakeholder relationships at all levels of the business, both internal and external, * Possess reasonable understanding of different relational databases and software testing (manual & automation). |
| **CAREER PROFILE**  **Assistant Manager - Business Analyst, DHFL Pramerica Life Insurance Co. Ltd. – Sep ’11 to Till Date**  DHFL Pramerica Life Insurance Co. Ltd., is a 6 yr old Life Insurance Co. Headquartered in Gurgaon.  ***Growth Path***  Business Analyst (Enterprise Application Support – TCS BaNCS, LogApp, eApp, CTA) – Apr ’10 to Apr ’11.  Business Analyst (eApp) – Apr ’10 to Apr ’11.  Business Analyst (LogApp) – Apr ’10 to Apr ’11.  ***Key Deliveries***  Consistent 100% SLA Meet for CTA Production Issue Resolution, SRs and CRs for the last 3 month.  Increasing the SLA of BaNCS Production Issue Resolution, SRs and CRs from 45% to 75% in just 3 months.  Implementation of Change Management Process.  Reduction of Issues in CTA Production environment from 20 to 0.  Reduction of Issues in BaNCS Production environment from 140 to 7.  Launch of eApp.  Implementation of LogApp at more than 500 locations.  Launch of Audio-Visual Simulated Training Content for LogApp.  ***Roles & Responsibilities***   * Managing Production Support for TCS BaNCS (Policy Administration System), Call Tracking Application (BPO Application), e-App (Front End application for PAS), LogApp (Business Login Application), Trackz (Mantis Bug Tracking Application), * Identifying the Issues, RCA, Functional Resolution and taking it up with the respective Application Vendor, * Executing and ensuring quality testing of the bug-fixes, * Managing and improving the defined SLA, Production Support Process and Release Management Process, * Updating the Application GAP Document, * Managed LogApp and eApp as a Lead BA and Assistant Project Manager, * Creating and Managing Project Documents, AV Training Content, User Manuals, Dashboards and Reports. * Communicating on a regular basis with the development team and occasional basis with the project members and senior management during different stages of the project, * Assisting in preparation of test plans, test scenarios and test cases for system integration, regression and user acceptance testing, * Application Walk-through to the Prospective Business Users.   ***Technologies/Applications***  TCS BaNCS (Life Insurance module), Cordys BOP 4, Oracle 10g PL/SQL Developer, Soap UI, Project Libre, Mantis Bug Tracker, QTP, Quality Center, Balsamiq Mockups, HTML, CSS, Adobe Dreamweaver, Adobe Captivate, Camtasia Studio, Ulead GIF Animator, Adobe Photoshop, Corel Draw, MS Office.  ***Achievements & Recognition***   * Won an Award in International Sales Conference held in Beijing, for an Outstanding Support to Business Users, * Won an Award in International Sales Conference held in Istanbul, for an Outstanding Support to Business Users, * Nominated for Business Analysis Training and successfully completed 21hrs of training. |
| **Center Head, DVA Institute of Technology - *May ’11 to Sep ’11***  The main task of this job was to establish an educational institution imparting computer education in rural areas.  **Responsibilities: -**   * Setting-Up and Managing the Sales & Marketing, Administration, Operations & Faculty Team, * Development of the Educational Content and Digital Classrooms, * Managing tie-ups with various certifying bodies and consultancies, * Managing the Branding and Marketing of the Institute, * Development and Management of Systems and Applications, * Managed a team of 5 persons. |
| **Manager Administration & IT, DVA Martnet Limited – *Apr ’08 to Apr ‘11***  DVA Martnet Ltd., is associated with multiple small businesses like – Multi-Level Marketing, Financial Services, Real Estate Construction, Education, Life and Medical Insurance. Operating in Eastern and Central part of India. Total Employee strength of the company is 55 with Agent Base of 1500.  ***Growth Path***  Manager IT & Administration – Apr ’10 to Apr ’11.  Assistant Manager IT – Apr ’09 to Mar ’10.  Sr. Executive IT – Apr ’08 to Mar ’09.  ***Key Deliveries***  Launch of Self Learning AV Training CD for MS Office named “My Computer Knowledge”.  Launch of MLM and Binary System.  Implementation of employee on-boarding process.  Implementation of Inventory management system.  Launch of Company Website.  Managed a team of 15 peoples.  ***Roles & Responsibilities: -***  Administration and Operation   * Responsible for recruitment and on-boarding of the New Employees, * Managed day-to-day Operational and Administrative activities of Head Office, * Managed the Inventory & Logistics of Head Office and Branches, * Managed the Business Servicing.   Information Technology   * Responsible for the 3 projects: - My Business (MLM and Binary application), My Computer Knowledge (Self Learning Audio-Video tutorial of Basic Computer Knowledge), Company Website. * Performing end to end analysis & design and defining & translating user requirements into system requirements to ensure understanding of the request by all project members, * Creating test plans and coordinating in UAT, * Authoring the contents of study materials for different computer courses, * Responsible for development of study material in audio-video, print (Book) and web-based content, * Working with the business to prioritize & rationalize the requests, to ensure timely testing and delivery of the project, * Managing the IT budgets and expenditure on hardware and software.   ***Achievements & Recognition***   * Won an Award in International Sales Conference held in Thailand, for an Outstanding Support to Business Users, * Won an Award in International Sales Conference held in Shanghai, for an Outstanding Support to Business Users, |

**EDUCATIONAL QUALIFICATIONS**

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| **YEAR** | **CONCENTRATION** | **INSTITUTION** |
| **2013 - To be completed in 2015** | **Executive MBA – IT (Weekend)** | **ITM Executive Education Center**, Delhi |
| **2007 – 10** | **B.Com (General)** | **City College,** Calcutta University, WB |
| **2005 – 07** | **ISC – Class XII (Science)** | **Indira Gandhi Memorial Senior Secondary School**, Kolkata, WB |
| **2004 – 05** | **ICSE – Class X** |

**TECHNICAL SKILLS**

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| **CERTIFICATIONS** | **CONCENTRATION** | **INSTITUTION** |
| **Software Testing**  **(Automation)** | **QTP, Quality Center and Load Runner** | WebTek Labs Pvt. Ltd., Delhi |
| **Business Analysis** | **Successful Completion of 21 Hours of Training** | Adaptive Process Consulting, Bangalore |
| **Software Development** | **C, C++, Java, VB, MS Access** | Brainware, Kolkata |
| **Database** | **Oracle PL/SQL 10g** | Brainware, Kolkata |
| **Basic Computing** | **Windows XP, MS Office, Internet** | Brainware, Kolkata |
| *Working knowledge Adobe Photoshop, Adobe Captivate, Corel Draw, Camtasia Studio, Ulead GIF Animator, HTML, CSS, Adobe Dreamweaver.* | | |

**PERSONAL DETAILS**

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| **PARTICULARS** | **DETAILS** |
| **Gender** | Male |
| **Date of Birth** | 17th of July, 1988 |
| **Languages** | English*(Fluent : W-R-S)***,** Hindi*(Native & Fluent : W-R-S)***,** Bengali*(Fluent : W-R-S)* |
| **Marital Status** | Unmarried |
| **Present Address** | Flat – B 203, Panchsheel Apartment, Plot – 24, Sec – 4, Dwarka, New Delhi – 110078 |
| **Permanent Address** | Flat – E 3, Gangotri Apartment, Jhowtala Road, Teghoria, Kolkata – 700059 |
| **Contact No.** | (M) +91 96543 50503 |
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