** Brijesh Choudhary**

Mobile No: +91 9990734485(India)

Email ID: Choudhary.brijesh@gmail.com

**=**

**Objective:**  
Obtain a position at your Company where I can maximize my management skills, quality assurance, program development, and training experience.

**Skills & Expertise:**

* Operations Management
* Process Management
* Mentoring & Coaching skills
* Business Process Re-engineering
* Project Planning & Management
* Business Process Analysis

|  |
| --- |
| **Achievements** |

* **Best Mentorship Award** 2012 for mentoring internal team on new technologies.
* Reward of 100$ by GE for Excellence in project Delivery in 2011 and 2012.
* Certificate of appreciation and a Reward of 50$ for being a Power Contributor in Q4, 2012.
* Completed **Six Sigma Green Belt certification** in 2011

*Business Analyst 15th March 2010 till present*

**SDG Software India Pvt. Ltd.**  
  
Part of Smart Global Delivery Transformation & Operations Group and responsible for Service Operations-IT and steering initiatives towards strategizing, developing and driving new processes & systems to optimizethe functioning of services business for **General Electrics (GE)**

|  |
| --- |
| **Current Profile Snapshot:** |

* Encompassing **Operations Management and Process Management**
* Proven **mentoring and coaching skills** with ability to train others in process mapping, process analysis, process modeling.
* Providing business planning assistance, periodic measurements of effectiveness, and facilitate efforts to optimize operational efficiency through **business process definition and re-engineering**.
* Key Driver for **Change Management** involving development of solutions and methodologies, instituting best practices, training and reorientation of process stakeholders.
* **Defining Project scopes, Project Planning** & Formulating Used cases for Processes.
* Extensive expertise in **requirement gathering**, **gap analysis**, **feasibility study** and understanding of **business process mapping** and **work flow** creation. Well versed with **quality standards** along with experience in application design and construction.
* Currently working on different projects of **Fortune 5 client.**

|  |
| --- |
| **Roles&Responsibilities:** |

**Business Operations & Knowledge Management**

* Support GE business domains in **development of implementation plans** in line with

the organizational strategy through **Performance Management Systems** and review of the same for all BUs and Technologies.

* Getting requirements from clients and convert them into technical documents for

Development team and convert them again to business documents for clients post development.

* Managing and participating in **ad-hoc business area and executive level projects involving cross functional teams**.
* Responsible for mapping current workflow and highlighting areas that indicate inconsistency or **workflow problems in business process; Formulate new processes and policies** of BU for its smooth and effective functioning.
* **Management Consulting-**making recommendations to management on business process redesign for Business Workflows, Reporting & Dashboards.
* Work with Top Management and assist them in **project management and administration**.
* **Assign work diligently to technical teams worldwide** to meet stringent deadlines efficiently.
* Help QA analysts and technical heads (from various Regions worldwide) with **troubleshooting and fault resolution.**
* **UAT functional anchor** for providing functional support, issue resolution and clarifications to business users and tracking timely closure.
* Work with Global Ops Leadership and worldwide teams to **facilitate/set up appropriate trainings**.
* Highest **Escalation POC for Application support in India**
* **Create internal report writing resources** (i.e. manuals, presentations, detailed, documentation)
* Represent line of business in **cross management meetings regarding company-wide performance indicators.**
* Extensive experience working with offshore development teams, thereby coordinating with on-shore leads.

|  |
| --- |
| **Projects Undertaken** |

**Project** : Confidential

**Duration**  : 2 Years

**Tools**  : Business Process Management

**Client**  : Fortune 5

**Organization**  : SDGC

**Description**Designing business solutions for different processes of various industry focus groups – Fortune 5 client.  
 **Key Deliverables:**

* Responsible for **requirements gathering, developing process models** using process flow/wire frame diagrams, coordinating with customers, tracking defects and reporting test results
* **Implementing methodologies** to manage projects from analysis, design, planning and implementation through to completion/go-live
* **Analysis of business processes** for user specific needs. Each project involves **feasibility study**, development of Web Applications and Dashboards and creation of ad hoc reports according to business needs.
* **Prepared Requirement Documents** – Business requirement document, Specification design document, test case reviews, delivery plans and testing at various stages
* **Change management** and support activities in response to business needs and project schedules
* Achieved high degree of customer satisfaction by connecting with customers; constructed and delivered introductory presentations and helped customers attain achievable development plans, schedules, and project outcomes. Arranged show and tell sessions with customers to demonstrate the progress of the changes.
* Liaised project team expectations to result requirements by providing continual written & verbal feedback on the work-progress

|  |
| --- |
| **Academic Qualification:** |

**MBA** in **Information Technology**from Sikkim Manipal University, 2009-2011.

**B.TECH** in **Computer Science** from Greater Noida Institute of Technology, Greater Noida.2005-2009

|  |
| --- |
| **Personal Details:** |

Nationality : Indian

Gender : Male  
 Date of Birth : 7thNovember1987  
 Visa Status : Visit Visa   
 Availability to Join: Immediate