BUSINESS ANALYST

* A Functional consultant and Business Analyst with around 8 years of rich experience in delivering large scale application development projects ( Web based, CRM Based Apps) encompassing onsite & offsite planning, requirement analysis, feasibility studies, design, development, deployments and maintenance using multiple lifecycle models
* Worked with functional business area to build Business Cases for CRM applications
* Deep practical knowledge of Requirement Elicitation, Agile methodologies, Project Management, Demonstration, Proposal Writing, Process Mapping, Reporting & Documentation with strong understanding of stake holder analysis
* Expertise in mapping business / system requirements by interacting with Business Managers / Third Party Vendors / Clients and other Stakeholders, also proved effective in translating requirements into functional specifications, services and implementations as well as custom designing solutions by following the guidelines
* Exposure in **Financial, Insurance, CCM, FMCG, E-Commerce, E-Learning and Travel & Tourism** domain
* Adept in test planning and verification (UAT), execution as well as tracking, also effective in ensuring that applications developed are compliant with pre-set technical specifications and quality standards
* Exceptional communication and team building skills with proficiency in grasping new concepts quickly, having ability to perform under a demanding environment
* Worked in different geographical locations like: **US, Canada, Australia, and Dubai**
* Holding B1 VISA with multiple entries for 10 years

RELEVANT QUALIFICATIONS

* Accomplished an assignment of **Business Analysis** for **Simplicious ~ Catering & Events: Canada** organized by **Government of Canada** with following responsibilities:
  + Elicit requirements using interviews, document analysis, requirements workshops, use cases, business analysis, task and workflow analysis
  + Bridge the gap between business & IT, ensuring common understanding & IT/Business alignment
  + Liaison between the business units, technology teams and support teams
* **MCP & INS-21** Domain certified
* Understanding of Software Development Life Cycle (SDLC), Web Technologies and Applications
* Experience in development of 3-tier based web applications using **C#,** **ASP. Net 2.0, SQL Server**
* Experience of **Microsoft Project**, **MS-Visio, VersionOne,** **MS-Office**
* Experience in **Software Testing**

**PROFESSIONAL EXPERIENCE**

**Business Analyst 2012- Till Date**

Espire Infolabs

* Writing and scoping project documents (e.g. Business cases, requirements, test cases, and cost benefits), Gap analysis, solution definition, component logic and mappings documentation, supporting development and testing Team for Functional aspects of the project.
* Insightful knowledge of business process and design, domain and technology expertise with strong integration skills
* Drives workflow analysis and other business process analysis to identify and clarify requirements.
* Elicit requirements using interviews, document analysis, requirements workshops, use cases, business analysis, task and workflow analysis
* Manage the risks, including the development of contingency plans
* Critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details
* Develop requirements specifications according to standard templates, using natural language & writing Use Cases
* Liaison between the business units, technology teams and support teams
* Proposal writing

**Business Analyst (Contract) 2011-2012**

McGraw-Hill Companies (Kelly Services + Wipro Technology)

* Developing the Project Plan, Planning Sprint according to Agile methodology, Scrum Management
* Conducted user training sessions with multiple department supervisors and staff members to help them understand applications so that each individual may make efficient use of applications
* Elicit requirements using interviews, document analysis, requirements workshops, use cases, business analysis, task and workflow analysis
* Developed business use cases; prepared SRS (Software Requirements Specification), BRD (Business Requirements Document), Traceability Matrix, performing Gap analysis and coordinating for Go- Live
* Manage the risks, including the development of contingency plans
* Critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details
* Performing go-live activities and checking data components for completeness & correctness after each data loads and testing factsheets for bugs/fixes during implementation/UAT
* Liaison between the business units, technology teams and support teams

**Sr. Software Engineer – Onsite Project Manager @ Pepsico**

Comm-IT India (P) Ltd.  **2010**

* Gathered and analyzed business requirements for application development and process automation
* Documented software requirements specifications (SRS) including functional, usability, and non-functional requirements. Interviewed stakeholders to gather business requirements and was the liaison between business and IT group
* Conducted user training sessions with multiple department supervisors and staff members to help them understand applications so that each individual may make efficient use of applications
* Worked for Pepsico as **Onsite Project Manager** to implement new processes to enhance efficiency
* Supervised 10 people
* Involved in estimation

**Associate Technician (Contract)**

SapientIndia (P) Ltd **2009 – 2010**

* Involved in Client Interaction, Requirement gathering
* Created Test Plan & Test Scripts in order to make the bug free application
* Functional, Regression & Sniff Testing
* Worked in Tourism domain

**Associate Software Engineer**

Fiserv India (P) Ltd **2007 – 2009**

* Involved in coding & designing of application
* Worked on 3 – tier architecture to write code more efficiently
* Deputed to Onsite (US), acted as an interface between onshore & offshore team
* Involved in requirement gathering, Client Interaction to understand client’s requirement in a better manner
* Performed Sanity Testing for each new build of the application

**Retainer (Contract)**

NIIT Ltd **2006 – 2007**

* Involved in Client Interaction to have a depth understanding of client’s requirement
* Actively participated in coding
* Worked on 3 – tier architecture to implement coding in a feasible manner
* Worked in MS-SQL Server 2000/05

**Software Developer (Contract) 2005 - 2006**

H.R.Overseas

* Involved in Client Interaction to have a depth understanding of client’s requirement
* Actively participated in coding
* Involved in requirement gathering, Client Interaction to understand client’s requirement in an efficient manner

PROJECT DETAILS

1. **ONS Travels (Espire Infolabs)**

The objective of an application to provide information, pricing, availability, and booking facility for domestic and international air travel, hotel bookings, holiday packages and bus reservations. The idea is to empower the traveler with instant booking and comprehensive choices; it aimed to offer a range of best-value products and services along with cutting-edge technology and dedicated round-the-clock customer support. ONS provides booking facility for all the popular as well as exotic national and international destinations. It is also equipped with some unique features which distinguish it from other products available in the market like: Shopping Cart, Incentives on Deposits etc.

1. **Packcentre – Impact (Espire Infolabs)**

Impact is a customized software application developed especially for the specific and unique requirements of

Packcentre Marketing Services, and includes an application with live web interface linked to a national database. Each Packcentre Warehouse is linked to a national database. Impact online application allows Users to view, edit and manage their own live data, and is accessible online to them from all states and warehouses.

Online Catalogue and Shopping Cart are one of the most salient features of this system. It provides the Users ability to browse all the items, looking at item details, their stock levels in different warehouses and allowing them to create orders for selective items through a very simplified process.

1. **GradeGuru (McGraw-Hill)**

Gradeguru is a social networking website which is specially designed to help students to connect with each other with our 24-hour peer-support network. As students share and collaborate, their engagement and confidence will grow. Just by inviting students to join their class on GradeGuru.com - they can start immediately using their existing facebook accounts or school email.

1. **Second Life (Simplicious)**

Second Life is a gaming system which is actually a simulation of real life. This system enables a player to do trading, buying, selling, avail & offer various services to different player in order to earn money. This system offers a complete environment to live a life the way player wants to live. It is equipped with all possible amenities of real life.

1. **Stage Gate (PepsiCo Intl.)**

A Stage-Gate Process is a conceptual and operational roadmap for moving a new-product project from idea to launch. Stage-Gate divides the effort into distinct stages separated by management decision gates. Cross-functional teams must successfully complete a prescribed set of related cross-functional tasks in each stage prior to obtaining management approval to proceed to the next stage of product development.This application is one of its kinds as all major departments of PepsiCo (Inventory, Legal, Marketing, Packaging, Finance etc) were supposed to use this application.

1. **Janus (Sapient)**

Janus.com is an umbrella site for the individual, institutional and international clients. At Sapient we were responsible for maintaining the individual (retail), institutional which includes updating the Fund Char data, Lipper/Morning ratings etc. Other responsibilities include adding a new fund launch, functionality of buy/sell/ exchange of funds.

1. **Vail Resorts (Sapient)**The purpose of the project is to develop 5 resorts websites and Planning and Booking module for these websites. My role is to ensure the quality of the websites. I am testing all 5 websites and working with dev tam and client to deliver the best required product.
2. **Bill-Matrix - Multi-Housing (Fiserv)**

The last project I worked on with **Fiserv** is **Multi-Housing System** represents the next generation in house rent pay capabilities. This is providing the facility to pay your house rent online in seconds. System allows multi-family housing residents to make payments for rent and other charges.  Payments processed by system are debited and credited the next business day, and mail notification is sent to each property the calendar day after the payment date, 7 days a week.  This allows for resident ledger crediting daily and payment history. Residents are paying rent to property through the application very easily. They are able to see the payment activity also.

1. **K-12** **(NIIT Ltd.)**

This application is being developed for the Business Group K12 of NIIT Ltd Chennai. NIIT Ltd provides training to various schools either through SSP (School Service Provider) or directly for a period of three years. This application allows subscription of SSP and Schools with NIIT Ltd. It generates agreements between NIIT & SSPs and NIIT & Schools and keeps track the contract. It also includes a workflow for approval of higher authority, which includes Territory Head, Region Head, and Zonal Head etc. Based on the subscription billing is also done through this application. It also provides the contract renewal on expiry of the contract.

EDUCATION & CERTIFICATIONS

* Master in Computer Application (M.C.A) from U.P. Tech University, Lucknow - (2005)
* Bachelors in Computer Application (**B.C.A.**) from Rohilkhand University, Bareilly - **(2002)**
* **INS 21 – Insurance Exam: from AICPCU** [American Institute for Chartered Property Casual Underwriters] - **(2007)**
* Microsoft Certified Professional (MCP)

Developing and Implementing Web Applications with Microsoft® Visual C#™ .NET - **(2007)**

## **MINOR PROJECTS**

* Designed a Local Banking Collection System for **Ashok Leyland Finance** (Chennai)
* Designed a Hospital Management System for **Sri Sai Hospital**, Moradabad, (UP)

## **CONTACT DETAILS**

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**REFERENCES**

Available upon request