**Alok Kumar Gupta**

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**~ Business Analysis , Product Management Professional ~**

**Business Analysis, IT Consulting, Software Product Development / Implementation, Pre-Sales, Business Process Management, Project Execution, UI Designing**

**PROFESSIONAL SNAPSHOT**

* **9 Years** of total professional experience with **6 years as Business Analyst / Consultant.**
* Presently associated with **NIIT Ltd.** in the capacity of ***Business Analyst****.*
* Deft in contributing a seasoned broad-based perspective to create pragmatic IT infrastructure strategies and implementing plans designed for maximum return at lowest possible cost.
* A strategist with proven record of directing corporate IT initiatives while participating in project and strategic planning, market research, analysis, consultancy, designing and implementation of software solutions.
* Enterprising leader with a solid record of contributions that involved identification of new business opportunities, product conceptualisation & development, set-up of new processes, streamlined operations, efficient vendor/ client relationship management, market research etc.
* Extensive experience in software product development and implementation.
* Demonstrated competencies in handling various projects and technologies in LMS, learning portals, Training Services ERP, CRM etc.
* Insightful knowledge of business process analysis and design, domain & technology expertise with good multi systems integration skills.
* Work on User Experience design and standards involving templates/page types and guidelines to ensure consistency in design across company & various client projects.
* Impressive, career driven by challenges and a desire to be successful in all endeavours.
* An effective communicator with exceptional analytical, technical, negotiation and capacity planning skills with the ability to relate to people at various levels of business and management.

**PROFESSIONAL EXPERIENCE**

**Since Feb’11 with NIIT Ltd., Gurgaon as Business Analyst**

**Jun ’09 – Feb’11 with Royal Computers, New Delhi as Business Analyst**

**Jan’08 – Jun’09 with Compare Infobase Ltd., New Delhi as Software Developer & Business Analyst**

**Jul’07 – Dec’07 Aptara Corp., New Delhi as Web Designer**

**Dec'05 - Jul' 07 IGAM Agencies Pvt. Ltd., New Delhi as Web Developer, Graphic Designer & database coordinator**

**Skill Set (Functional):**

***Business Analysis / IT Consulting***

* Business Case preparation
* Interacting with clients for requirement gathering, system study & analysis.
* Extensive Experience in software product development and implementation.
* Involved in, creating Requirements Work plan, scoping & estimation.
* Creation of BRD (Vision document, Business Use Case Specification, Business Glossary document, Supplementary Specification Document)
* Market research and strategic planning
* Creation of SRS (System Requirement Specification)
* Customization of product to customer requirements
* Involved in Change Management Process
* Prototyping /Screen Mock –ups
* Involved in validation Testing (Black box testing) of the new system and ensuring that it meets the user specifications.
* Strong in User Acceptance Testing
* Generating new Business opportunity etc.

***Product Development/Implementation***

* Extensive Experience in software product development and implementation.
* Understand and analyze user needs, and conduct research on markets and competitors.
* Establish short and long term product goals and strategies.
* Build and manage a product roadmap to support our goals and strategies.
* Prioritize product backlog items and projects.

***Pre-Sales***

* Completing RFP responses, evaluating customer and coordinating live product trials/ demonstrations at client site.
* Interfacing with the client at both pre-sales & post-sales stages with customer, ensure that the company’s products are considered for purchase against competitive offers.
* Contribute in domain specific sections of the Proposal
* Co-ordinating efforts from CBU stakeholders to participate in RFI/RFP response preparation and co-ordinating the review process across all relevant stakeholders

***Process Improvement***

* Mapping business requirements and coordinating in developing and implementing processes in line with the pre-set guidelines.
* Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.

***Project Management***

* Estimation using Use Case Point Analysis
* Involvement in creation of the project plan
* Continuous analysis of the project plan and project execution

***Relationship Management***

* Meet deadlines and TAT (turnaround time) without compromising quality norms and adhering to SLA.
* Delivery Management & Post Implementation support.
* Understand & co-ordinate client’s needs / enhancements, customisation, software-related issues, provide solutions in adherence to delivery schedules.

***Resource Leveling & Team Management***

* Provide the team with a vision of the project objectives
* Motivate and inspire team members
* Facilitate problem solving and collaboration
* Strive for team consensus and win-win agreements
* Ensure discussions and decisions lead toward closure
* Assure that the team members have the necessary education and training to effectively participate on the team
* Encourage creativity, risk-taking, and constant improvement
* Recognize and celebrate team and team member accomplishments and exceptional performance

**Notable Attainments**

***Highlights during NIIT Ltd., Gurgaon***

* Currently handling Shell client, Netherlands and Turkish Airlines client, Turkey.
* Functioned on Agile Methodology i.e. Sprint Planning, Creation of Solution Stories, Decomposing stories.
* Conceptualised business proposals for business development in pre-sales.
* Developed a Business Vision Document on requirements gathered and analysed
* Did market research and strategic study for the project
* Interacted with clients for requirement gathering, system study & analysis.
* Developed System Requirement Document
* Used my UX skills for designing the project GUI.
* Applied elicitation techniques such as brainstorming, interviews to understand requirements of stakeholders
* Developed Business Use Case Specification document and supplementary specification document for ensuring a smooth design and development phase
* Helped Design phase by translating Functional Requirements into Technical
* Carried out Validation or Black Box Testing and User Acceptance Testing seamlessly
* Carried out Projects on training domain
* Presented product overview to stakeholders.
* Essayed a stellar role in:
* Assessing risks involved in a project before in hand has helped to plan the project in better way.
* Achieving deliverables before deadline and which initiated appreciations and helped saving time and money.
* Finishing projects in time and before time has opened opportunity for more project work.
* Providing support functions to include Service Delivery, Problem management and Change management, Coordinated with vendors, service providers & consultants and managed IT services provided to the users.
* Successfully promoted and implemented cost-effective IT solutions to automate business processes.
* Engaged in project planning, scope finalization, due diligence and SLA adherence.
* Significantly contributed in:
* Collaborating with the stakeholders to designed and implemented business dashboards showing various KPIs.
* Reducing repetitive user efforts by 70% through implementation of the technology solution across managed services and the client.
* Handled all the UATs successfully and completed on time.

***Highlights during Royal Computers, New Delhi***

* Interacted with clients for requirement gathering, system study & analysis.
* Preparation of various BA related documents e.g. Use Case specification documents, BRS, SRS etc.
* Involved in creating Requirements Work plan, scoping, estimation and UAT plan.
* Used my UX skills for designing the project GUI etc.

***Highlights during Compare Infobase Ltd., New Delhi***

* Interacted with clients for requirement gathering and analysis and prepared BA related documentations.
* Worked as developer on various projects.

**Key Achievements**

* Received “Team Of The Quarter” award for Shell Project at NIIT for Oct – Dec 2012.
* Received “Value Champion” award at NIIT’s annual day 2012.
* Received “Star Of The Month” award for Shell Project at NIIT for the month March 2013.
* Received “Team Of The Quarter” award for Tuskish Airlines Project at NIIT for Jan – Mar 2014.
* Got ‘Star of the month’ award for the month Dec 08 and Aug 09 in Royal Computers.

**ACADEMIC CREDENTIAL**

2004 Bachelor of Technology in Information Technology from UP Technical University.

1999 XII, from Sainik School Bhubaneswar, CBSE Board.

1997 X, from Sainik School Bhubaneswar, CBSE Board

**Professional Enhancements:**

* SAP – ABAP Training

**Underwent following trainings at NIIT Ltd.**

* Effective Time Management, Art of Public Speaking, Effective Business Communications, Refresher Training
* SCRUM Training, Global Business Etiquette, Presentation Skills
* Effective Public Speaking, Conflict Management Training

**EXTRAMURAL ENGAGEMENTS**

* NCC from class X - XII

**PERSONAL DETAILS**

Date of Birth: 03 March 1982

Address: B-232, Ground Floor, Hari Nagar, New Delhi - 110064

Languages Spoken: English, Hindi & Oriya