**Novjot Salaria ,PMP®**

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**Objective**

A dynamic professional with experience in Project Management, Business Analysis, IT Service Management and SDLC.

Seeking challenging role in project management /Business Analysis

**Profile Summary**

* Nearly7 years of commendable success in:

Business Analysis Project Management IT Service Management

SDLC – PL/SQL, ASP, XML Customer Management RFP/RFI Management

Driving management Initiatives Solution Outlining working on POC/Lead

US Health Insurance

* Adept in Business Analysis, Project Management, SDLC and Process Management on Telecom BSS domain, e-Governance domain and Digital Enterprise Solutions
* Adept in Agile methodologies like scrum and XP
* Hands on experience in managing areas of Scope Management, Risk Management, Quality Assurance, Resource Management, Process implementation and process Improvement
* Adroit to requirement gathering and writing user stories and requirement tracking till closure, prepare Use Cases and Solution Outline.
* Adroit in managing RFP and SRS documents in project initiation phase
* ITIL consultant having implementation knowledge on various ITIL process like incident management, problem management, KEDB ect across the ITIL framework.
* Very Good working knowledge of Telecom OSS/BSS domain, eGovernance and Digital solutions

**Skill Base**

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| --- | --- |
| Project Management | PMP, Customer Management, Service Delivery,  Monitoring and Control, Risk Management,  Quality Control, People Management, Scope Management , Agile , Scrum |
| Business Analysis | Visio, excel, power point, RFP/RFI, POCs,WBS ,TFS ,Agile ,Scrum |
| ITIL/Process Implementation | HPOV ITSM, BMC Remedy |
| Quality Assurance, Service Assurance | ITSM, CMMI, Six Sigma, Lean |
| SLA management | ITSM, BMC Remedy |
| Process Control | Control Charts |
| PL/SQL,ASP, Javascript , HTML | Toad |
| Solution Outline |  |  |

**Organizational Experience**

**Since Oct’14 with Accretive Health as Business Analyst**

**Jan’10 – Sep’14 with Tech Mahindra Ltd., Noida as AssociateBusiness Consultant**

**Oct’07 – Jan’10 Connoisseur Info Tech Pvt Ltd, Chandigarh as System Engineer**

**Project Details**

**Oct’14 –till dateAccretive Health, Noida**

**Role**: Business Analyst

**Product:** Revenue Cycle Management for US Healthcare and Health Insurance

**Client:** US based Hospitals

**Highlights**

* Requirement Understanding and writing user stories
* Writing Acceptance Criteria for every user story understood
* Grooming Product Backlog
* Sprint Planning and tracking through TFS

**May’14 –Sep’14 TechMahindra Ltd, Noida**

**Role**: Associate Business Consultant /PM

**Project:**DES (Digital Enterprise Services)

**Client:**US based customers

**Role:**    Project Manager/Business Analyst

**Description**:  Objective of the project is to identify new business based on digital solutions for mobility, analytics and socio within existing clients and increase business

**Highlights**

* Fulfill resource requirement and build new resource competencies like mobility and analytics
* Work on identified leads and Identify Use cases from customer’s high level requirement
* High Level Solution Outline
* Manage POC development and demo to customer
* Work with Pre sales team on lead generation

**Jan’14 – May’14 TechMahindra Ltd, Pune**

**Role :** Project Manager/Business Analyst

**Project:**VHA Service Management

**Client:**Vodafone Hutch Australia - Australia

**Description:**The project aimed at Managing Service Management area (incident management, Problem management, Service Desk management and SLA management and capacity management) for Vodafone Hutch Australia against various applications of telecom operator like BRM, IN billing,MNP,Mediation,Provisioning, AAA etc .

**Highlights:**

* Understanding IT service management Requirement from customer and working with application teams for implementation
* Tracing requirement till closure through managing requirement traceability matrix
* Prepare and review SRS documents
* Developed Business Process for smooth functioning
* Identify areas of improvement and CSI for the project
* Understanding requirements for BMC remedy implementation/enhancement
* Handling Risk management for the project and identify new risks and track all existing risks
* Worked on finalizing RCA template and Known Error templates
* Initiating and driving weekly governance calls with customer
* Doing trend analysis for pro-active problem management, managing KEDB
* Working with change management and problem management to understand any gap in process
* Business requirement analysis. ITIL process improvement.
* Handling quality management activities like internal quality audits

**Apr’12 – Dec’13 TechMahindra Ltd , Noida**

**Role :** Associate Business Consultant /Project Manager

**Project:** Telecompass

**Client:**Mobile TeleSystems (MTS), Russia/India

**Description:**The project aimed at development and management of Telecompass, which is a comprehensive Customer Care and Billing system for Telecom services providers. It is a web based multi-user application and works with Oracle Database as the backend.

**Highlights:**

* Lead a team of 15-20 resources
* Business Requirement Gathering, requirement tracking and Analysis for Customer CRM and Billing system
* Writing user stories and working with development teams to implement client’s Business and Functional requirements
* Review BRD and submit to customer
* Prepare and review SRS and RFP documents in case of new requirements
* Prepare and review WBS
* Project planning using Scrum methodologies
* Involved in post implementation review (PIR) in order to track requirements to closure
* Identify new Risks, plan mitigation and tracking risks to closure under Risk Management area and manage Scope Management for project
* Developed Business Process for smooth functioning
* Managed Quality Assurance for project to ensure all quality standards are met as per company quality standards and identify areas of improvement with respect to quality
* Prepared and presented case studies for CMM L4 and CMM L5 to Quality and higher management
* To drive improvements initiatives for the process improvement like lean and six sigma projects.
* Managed Project Transition and worked with customer in preparing Project Closure Plan
* Managed implementation of ITIL processes for the project like incident management, Problem management, change management and KEDB
* Working with all application teams and responsible for E2E delivery for all problem RCA and SLA management
* Team management and setting growth plan for all my team members

**Nov’12 – Mar’13 TechMahindra Ltd , Noida**

**Role :** Associate Business Consultant /Project Manager

**Project:**SJMS - Rajasthan

**Client:**Govt. Rajasthan

**Description:**The objective of the project was to design web-based interface to the common man for information dissemination about programs/ schemes, modality for application, online application submission and status tracking for Government schemes and benefits of SJMS rajasthan. It will capture complete life cycle of beneficiary right from the application submission and up to the disbursement of grant by department.

**Highlights:**

* Review Scope of Work
* Prepared SRS based on RFP Documents
* Requirement Gathering & Use Case Preparations
* Manage Requirement traceability matrix
* Participate in preparing WBS
* Responsible for conducting and carrying out scrum meetings/calls
* Identify Major Milestones and Deliverables through discussion with the customer
* Prepared Project Schedule using Agile Project Planning
* Sprint Planning
* Service Assurance & Quality Management
* Risk Management
* Code review for PL/SQL procedures, functions and triggers

**Jan’10 – Mar’12 TechMahindra Ltd , Noida**

**Role :** Assistant Business Analyst

**Project:**Telecompass

**Client:**Mobile TeleSystems (MTS), Russia/India

**Description:**The project aimed at development and management of Telecompass, which is a comprehensive Customer Care and Billing system for Telecom services providers. It is a web based multi-user application and works with Oracle Database as the backend.

**Highlights:**

* Requirement gathering for customer CRM application
* Writing user stories and preparing flow chart for new requirements
* Discuss with L3/L4 team for new requirement implementation
* To act as bridge between business and technical team
* Provide inputs to Quality team for monthly/weekly trend analysis and service improvement
* Take monthly C2 review calls with higher managements for trend analysis in L2/L3 area , permanent fixes done , CSI and New business identified
* Prepare monthly trend analysis , service improvement plan
* Manage CSAT through discussions and expectations of the customer
* Prepared HLD & LLD
* Write and review Code for PL/SQL and ASP , javascript for query optimization and debugging
* Designed & Developed Web Pages using ASP , HTML , Javascript
* Response and solve L3/L2 level customer incidents through code debugging and code fixing
* Solve all the incidents within SLA
* Designed and Managed KEDB and problem management area
* Permanent fix for repeated incidents through code fix

**Oct’07 – Jan’10 Connoisseur Info Tech Pvt Ltd, Chandigarh**

**Client:**Payloadz – Shannon Sofield, USA

**Tools Used:**PLSQL, Quality Center, Bugzilla, XML, Javascript

**Description:**The project involved designing & developing of Online Store for selling Digital Goods and its integration with multiple Payment Gateways

**Highlights:**

* Requirement gathering through discussions and email communication with customer
* Prepared HLD & LLD
* Preparing flow charts using visio for any new functionality
* Designed & Developed Web Pages using ASP , HTML , Javascript and SQL queries and XML
* Integration with multiple Payment Gateways APIs like Paypal , Google Checkout etc
* Accountable for Defect Fixing for Functional Testing & Regression Testing

**Academic Details**

* B.Tech (ECE) from Punjab Technical Universitywith 75% aggregate

**Personal Details**

Date of Birth: 15th Feb 1985

Marital Status: Married

Address: Sapphire 601 , Arihent Ambience , Crossings Republic Ghaziabad

Languages Known: English, Punjabi and Hindi