Aishwarya Kar

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Senior Systems Engineer: Strategic and result driven Business Analyst with 3 years robust skill set in IT project management, Business operations, Client relation and software testing, specializing in Oracle CC&B functionality and Revenue Management and Billing. Proven track record in deployments in offshore environments, ensuring timely deliverables of features and stories while maintaining strong client relationships. Recognized for excellence with a Best Team award. Equipped with excellent communication skills, work ethics, and possesses a strong sense of leadership with a commendable record of accomplishment.

Professional Experience- Infosys Limited(2021-Current)

2022 – PRESENT

Project Name- DLC (Duquesne Light Company) | USA | Main Project feature - The scope of the project the Technological requirement for US based customers managing their electricity supplies accounts, bills and payments and other activities.
Activities performed:
1.Business Analyst

- Engaged as a Business Analyst to collaborate with clients in gathering, refining, and finalizing business requirements, ensuring alignment with strategic objectives.
- Partnered with clients to define and document business goals, facilitating transparent communication and achieving a 90% on-time delivery rate.
- Conducted in-depth analysis of client requirements in collaboration with business and functional stakeholders, identifying project challenges and formulating strategic software solutions in coordination with technical teams.
- Researched and evaluated new products and services, synthesizing key insights to support data-driven decision-making across multiple departments.
- Analyzed organizational workflows and implemented process enhancements on Microsoft SharePoint, driving operational efficiency and optimizing internal processes.
- Authored and maintained PRT, FDD, and TDD documentation in accordance with feature and story requirements, ensuring clarity and compliance with business standards.
- Developed comprehensive business architecture by defining scope, mapping processes, assessing alternatives, and identifying potential risks.
- Facilitated requirements gathering sessions with clients to ensure seamless alignment between business needs and software development objectives.
- Prepared detailed Business Requirement Documents (BRD), including fit-gap analyses, to evaluate and align client requirements with new business systems.
- Managed and prioritized features and user stories, ensuring efficient backlog refinement, timely execution, and successful delivery of key project milestones.

2021 – 2022

Project Name- EP WATER (el paso Water) | USA | Main Project feature: The scope of the project covers plan & Analyze the Technological requirement for US based customers managing their water system supplies, accounts, bills and payments and other activities.
Activities performed:
1.Business Analyst

- Analyzed client business requirements and processes through comprehensive document analysis, stakeholder workshops, and workflow assessments to identify key functional and non-functional needs.
- Developed business architecture by defining scope, evaluating process alternatives, and assessing potential risks to align with strategic business goals.
- Conducted in-depth business process analysis to identify critical gaps, inefficiencies, and areas of improvement within established organizational workflows, ensuring optimized business operations.
- Worked as a QA tester, analyzing client business requirements and designing test cases to validate different functional and system requirements. Provided valuable recommendations, many of which were incorporated by clients to enhance the overall solution.

- Prepared key technical and business documentation, including Product Requirement Traceability (PRT), Functional Design Document (FDD), and Technical Design Document (TDD), ensuring alignment with feature and story requirements.
- Developed Business Requirement Documents (BRD) incorporating fit-gap analysis, mapping client requirements against the new business system to facilitate smooth transition and implementation.

Skills

- Familiar with Agile software development.
- Ticketing tools - Jira, Confluence, Cherwell and Mircosoft ADO
- Oracle CC&B functionality
- Completed course for Microsoft Dynamics 365 Customer service functional consultant associate.
- Knowledge in SQL.
- Business structure understanding.
- Problem Solving.
- Manual Testing
- Software Development Lifecycle (SDLC).
- Critical Thinking.
- Creative Thinking.
- User acceptance testing.
- Good in time management.
- Proficient in MS Office (Excel, PowerPoint, Word)
- Incident Management.
- Batch Monitoring.

Education

Silicon Institute of Technology | Bhubaneswar

7.64 GPA • Biju Patnaik University of Technology

Bhubanananda Odisha School of Engineering | Cuttack

86% • Diploma

Kalinga Public High School | Choudwar

9.2 CGPA • CBSE • X

Certifications

- Completed a certification course in C++ from Udemy Platform
- Completed a certification course in C from Udemy Platform.
- Completed a certification course for Business Analyst foundation and competencies.
- Completed a certification course for Agile Business Analyst and Dynamic 365 fundamentals (CRM).
- Completed a certification course for Dynamic 365 customer service functional consultant associate.

Languages

- English, Full Professional Proficiency
- Odia, Full Professional Proficiency
- Hindi, Full Professional Proficiency