



NIDHI VATSA



Senior Associate Consultant seeking role in Project Support, Program Management, Business Analysis, Client Relationship Management, Agile Methodology, Root Cause Analysis, Process Automation, Requirement Gathering, Data Profiling, Data Visualization, UAT

Current Designation: Senior Associate Consultant Total Experience: 3 Year(s) 0 Month(s)
Current Company: Infosys Highest Degree: MBA/PGDM [Finance]
Current Location: Hyderabad / Secunderabad
Pref. Location: Bengaluru / Bangalore, Hyderabad, Pune
Functional Area: IT Software - Application Programming / Maintenance
Role: System Analyst
Industry: IT-Software/Software Services
Marital Status: Single/unmarried
Key Skills: Senior Associate Consultant, System Analyst, Project Support, Program Management, Business Analysis, Client Relationship Management, Agile Methodology, Root Cause Analysis, Process Automation, Requirement Gathering, Data Profiling, Data Visualization, UAT
Verified : Phone Number | Email - id

Last Active: 20-Jan-21 Last Modified: 20-Jan-21

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Summary

- * A focused and goal-oriented professional nearly 3 of experience and a zeal to make a winning career in Business Analysis
- * Gained exposure of implementation projects across different industries/ domains including Manufacturing, Digital Automation and Supply Chain Management
- * Knowledge of different functional areas Digital Automation and Supply Chain Management
- * Trusted with the liability to analyse the business, document the organizational processes, evaluate the business models, and suggest new technological changes
- * Known to the usage of technology to perform tasks in the procurement or proposal process & artificial intelligence (AI) and natural language processing to made automating mundane tasks easier than ever
- * Provided regular updates to clients on the progress of customer service projects and campaigns that directly affect each client

Work Experience

Infosys as Senior Associate Consultant
May 2018 to Till Date

Key Result Areas

- * Gathering requirements from clients (having global reach)
- * Managing the project regarding production
- * Bridging the gap between the development team and the client as playing a role of primary point of contact for the company's clients
- * Satisfying clients and thus bringing repeat business
- * Creating Use Case Documents and designing and implementing the same & meeting client's requirements within SLAs
- * Managing & supervising 20+ people in a development team
- * Working with testing team to ensure successful SIT execution and driving the UAT cycle
- * Performing on various RFPs for manufacturing/customer service and e-clients along with building case studies for various PEGA projects

Highlights:

- * Contributed on the unit level for Digital Process Automation and worked on releasing newsletters while consolidating frameworks and their use cases that can be reused in other projects
- * Automated management dashboards that track the portfolio book against delinquency KPIs split by customer dimensions to identify policy change impact
- * Received recognition from clients as well as senior leadership for successful implementation of large scale projects
- * Drove data preparation, data profiling, building advance visualization, descriptive analysis, documentation, and presentation to higher management
- * Worked on building the customer service application for one of the leading American multinational confectionary , food , holding and beverage company using PEGA as the BPM product



Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

- * Functioned on technical tools and platforms, including CRMs (Customer Relationship Management) platforms like Salesforce, often in collaboration with IT Team
- * Planned, developed & deployment of 5 critical projects for the same account
- * Measured various KPIs for the agents working on the application along with the customer data and captured customer satisfaction parameters
- * Operated on providing automation solution to clients to increase their business efficiency and avoiding human errors
- * Executed the projects to modernize the legacy application to meet functional , legal and privacy requirements of the clients

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Education

UG: **B.Sc (Electronics Honours)** from **Delhi University** in **2015**
PG: **MBA/PGDM (Finance)** from **Symbiosis Institute of Management Studies** in **2018**

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Languages Known

| Language | Proficiency | Read | Write | Speak |
|----------|-------------|------|-------|-------|
| Hindi | | | | |
| English | | | | |
| German | | | | |

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Affirmative Action

Category: **General**
Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**
Employment Status: **Full time**

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