Email | Print

AMEET PATRA ⭐ Featured

Associate IT Business Analyst seeking roles in IT Project Management,Gap Analysis,IT Infrastructure Management, Business Analysis,Business Analytics,Business Development,Process Improvement,Product Development,Customer Success and Presales.

Current Designation: Business Analyst	Total Experience: 3 Year(s) 3 Month(s)
Current Company: Globant	Notice Period: 2 Months
Current Location: Bengaluru / Bangalore	Highest Degree: B.Tech/B.E. [Mechanical]

Pref. Location: Bengaluru / Bangalore,Hyderabad,Pune

Functional Area: IT Software - Application Programming / Maintenance

Role: Business Analyst

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Gap Analysis,IT Infrastructure Management,Business Analysis,Business Analytics,Business Development,Process Improvement,Product Development,Agile Methodology,Customer Success,Presales

Verified : 📞 Phone Number | Email - id

Last Active: 20-Jan-21   Last Modified: 5-Jan-21

Jump to Section ▶ **Work Experience** | **Education** | **IT Skills** |

Summary

Business Analysis:- 3 plus years of experience in elicitation of requirements from clients thereby delivering effective and appropriate solutions mostly within fixed deadlines.Documented requirements with mockups and workflows for easier understandings.

Customer Success:-Experienced in client relationship management, resolving conflicts and clearing roadblocks thereby being able to convince clients for more opportunities and hence reducing Customer churn.

Presales:- Supported Business Development with engaging Product Demo's. Helped in onboarding clients through quality product demo's and Proof of Concepts. Gained insights about RFP, SOW etc.

Customer Service :- Occasional end user or customer support

Process Experience:- ITSM(ITIL) , BPM

Domain Experience:-

Automobile Manufacturing and Pharmaceutical:- 21 CFR Part 11, CSV , GAMP 5, etc

Work Experience

● **Globant** as Business Analyst
  Dec 2020 to Till Date

  Servicenow Modules Implementation - Business Analyst

● **AmpleLogic** as BPM-Low Code Business Analyst
  Aug 2020 to Dec 2020

  Helped Sales Team to onboard Clients by providing Proof of Concepts and conducting Client Demos.

  Worked with the low code development platform, which delivers flawless pharma and other software applications with seamless user/customer experience.

  Implemented E Log books for various pharma clients thereby successfully converting their paper logs into E-logs.

  Created necessary prototypes, constructed process workflows thereby eventually developing the Elog Book using the low code platform.

  Reached out to developers only for complex customizations.

  Created RTM and test case document.

Worked on BRD, FRD, Configuration Specification and Risk Assessment Documents.

Models:-V, Waterfall Agile.

Domain Knowledge:- Basic knowledge on Concepts like GAMP 5, 21 CFR Part 11, FDA, EU GMP Annex 11,CSV,SAP Integration.

- **Cognizant Technology Solutions India Ltd** as ITSM-Service Now Business Analyst
  Aug 2017 to Jun 2020

ITSM Consultant:-Facilitated workshops with clients to gather future state processes for Incident Management, Change Management, and Catalog Management using Service Now.

Vendor and Change Management:-Effectively handled Vendor and Change Management activities in IT Infra Sector using Service Now.
Provided guidance to developers and quality assurance testers thereby clearing their doubts.

IT Infrastructure Business Analyst:-Discussed with clients to understand Server Virtualization related requirements thereby providing necessary solution. Domain Knowledge:- ITIL , ITSM Basics.

Education

UG: **B.Tech/B.E. (Mechanical)** from **Biju Patnaik University of Technology (BPUT)** in **2016**

IT Skills

Skill Name	Version	Last Used	Experience
JIRA basics			
VMWare Vsphere			
SQL , API integration			
ServiceNow			
Camunda BPM			
MS Visio			
Balsamiq			
HP Service Manager			
MS OFFICE			
ITSM , BPM , Change Management			

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Odiya				
Bengali				

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time