



Shlok Gupta

Techno-Functional Consultant seeking roles in IT Project Management, Requirement Gathering, Business Analysis, Use Cases, User Stories, Gap Analysis, Functional Consulting, Product Delivery, IT Consulting, Project Coordination, User Acceptance Testing

Current Designation: Techno-Functional Consultant -IT

Current Company: HighRadius

Current Location: Hyderabad / Secunderabad

Pref. Location: Gurgaon, Delhi / NCR, Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Business Analyst

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Techno-Functional Consultant, Business Analyst, IT Project Management, Requirement Gathering, Business Analysis, Use Cases, User Stories, Gap Analysis, Functional Consulting, Product Delivery, IT Consulting, Project Coordination, User Acceptance Testing

Verified : Phone Number | Email - id

Total Experience: 4 Year(s) 0 Month(s)

Notice Period: 3 Months

Highest Degree: B.Tech/B.E. [Electronics/Telecommunication]

Last Active: 19-Jan-21 Last Modified: 19-Jan-21

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Summary

Result-oriented Professional with 4 years of experience in IT Project Management, Requirement Gathering, Business Analysis, Use Cases, User Stories, Gap Analysis, Functional Consulting, Product Delivery, IT Consulting, Project Coordination, User Acceptance Testing.

Work Experience

HighRadius as Techno-Functional Consultant -IT Jan 2020 to Till Date

HighRadius is a US-based Fintech SaaS B2B startup, that recently became a unicorn, develops AI solutions for businesses.

* Product Delivery: Implement a customized Electronic Invoices Presentment and Payment (EIPP) cloud solution, in partnership with our product manager and solution architect, for our client businesses across the world. The aim is to help businesses with faster invoicing and payment collections and therefore improve profitability, cash flow and customer services. Also, help clients with managing and analyzing customer engagement with their email campaigns.

* Functional Consulting: Managing projects; Understanding client's as-is requirements and configuring a system for them; Preparing test scripts and training material for client & their customers; Supporting clients after the project has gone live. Managed project timelines from ideation to implementation, ensuring regular communication with all client stakeholders.

* Customer Relationship Building during COMD: Followed the principle of "No Project, No Client Left Behind" during COMD. Configured self-service customer portal with features such as PayPal integration, credit card payments, automated invoice communication etc. for a client from scratch and went live with the final configured system in time 60% less than what it would take ideally. This was done to keep up with suddenly changing business needs of clients due to the COVID crises.

* Product Training & Mentoring: Developed a training module to explain the functionalities of the Electronic Invoices Presentment and Payment(product) for future recruits. Mentored and trained recent college graduates with it.

Cognizant as Associate Oct 2016 to Jan 2020

07/2019 - 01/2020
Cognizant
Associate
Hyderabad, India
10/2017 - 06/2019
Cognizant
Programmer Analyst
Hyderabad, India
10/2016 - 09/2017
Cognizant



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.

Programmer Analyst Trainee
Hyderabad, India

Cognizant is a US-based Fortune 200 company with over 300,000 employees globally. It provides IT services, including digital, technology, consulting, and operations services. It clocked a revenue of US \$16.8 billion in 2019.

* Technical Leadership: Led a team of 3 in a project for the technical development of a Service Level Measurement, Improvement and Recording system for a Fortune 100 client. The system helped the client streamline its vastly spread ticketing system which had millions of entries while saving efforts, cost and time.

* Project Coordinator: Worked on a detailed project plan and project schedules for the above project. Worked on assessing risks and issues that may arrive during the execution and determining solutions to the same. Developed and tested a detailed plan for recovery of the project during a disaster to minimize the loss and improve client satisfaction.

* Team Growth: Founding member of the People's Engagement Group of Business Unit: Business and Financial Services with around 1500 employees. Responsible for planning and driving team-building, leadership-building and work-life balance initiatives for the BU and the client every quarter and involving around 2000 employees in those initiatives.

* Career Growth: Won 10+ awards for showing Organizational Leadership. Awarded highest ratings for Technical Leadership and promoted 2 times in a 2.5 years span.
Education

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Education

UG: **B.Tech/B.E. (Electronics/Telecommunication)** from **galgotias university** in **2016**

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				

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Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time

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