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Bishwadeep Dhar [premium] [Featured]

Bishwadeep Dhar

Senior Business Analyst seeking roles in Business Analysis,Competitive Analysis,Product Management,Software Development,Project Management, Digital Transformation,Requirement Gathering,Business Consulting,Confluence,Agile Methodology,Scrum, JIRA,RPA

Current Designation: Senior Business Analyst	Total Experience: 8 Year(s) 0 Month(s)
Current Company: Honeywell Technology Solutions	Notice Period: 2 Months
Current Location: Bengaluru / Bangalore	Highest Degree: MBA/PGDM[Marketing and IT Operations]
Pref. Location: Bengaluru / Bangalore,Pune,Hyderabad	

Functional Area: IT Software - Application Programming / Maintenance

Role: Business Analyst

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Senior Business Analyst,Business Analysis,Competitive Analysis,Product Management,Software Development,Project Management,Digital Transformation,Requirement Gathering,Technical Support,Client Servicing,Confluence,Agile Methodology,Scrum,JIRA, RPA

Verified : 📞 **Phone Number | Email - id**

Last Active: **Jan-Mar 2021**   Last Modified: **Jan-Mar 2021**

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Summary

Bishwadeep, who is currently working as a Senior Business Analyst at Honeywell, has 8 years of extensive work experience in IT industry. This includes a rich onsite experience as a Lead Business Analyst (LBA) in South Africa. Additionally, he has done his MBA from a prestigious B-School in India that has strengthened his leadership, business analysis and decision-making skills. He has hands-on experience and expertise in:
1. End-to-end requirements management in Agile Scrum software development projects- JIRA and Confluence.
2. Engaging in Product Management activities to determine new application features and planning for their release.
3. Creating and elaborating use cases and user stories in JIRA, designing swim lane diagrams and process flow diagrams.
4. Establishing a common understanding of the business objectives and requirements between the business users and the development team.
5. Organizing client demonstrations of the working software at the end of every sprint.

Work Experience

◉ **Honeywell Technology Solutions** as Senior Business Analyst
Jul 2018 to Till Date

Organization: Honeywell Technology Solutions Lab Pvt. Ltd.
Primary Role: Senior Business Analyst/ IT Business Partner

Project Description:
Robotic Process Automation is a key driver for digital transformation. At Honeywell, the Automation CoE team is committed to drive a central and disciplined approach to implement RPA solution, thus enabling the businesses and functions to focus on process digitization and transformation.
The Automation CoE team has established a core automation engage-evaluate-design-deliver model, and the skills/capabilities to deploy key automation use cases. The key goal of the team is to identify and convert manual, repetitive and high volume automation opportunities into RPA processes. This ensures improved accuracy and productivity leading to increased cost savings and revenue generation for the business functions.

Roles and Responsibilities:
1. Socialize the concept of RPA and show-case deployed use-cases to Strategic Business Unit leaders.
2. Conduct ideation Workshops (BOTATHON) with focused groups and process SMEs to understand their use-cases in detail and analyze feasibility with RPA.
3. Create and finalize RPA Business case document to elaborate on the process, high level scope, value proposition, Investments and Benefits along with business leaders and Automation CoE solution architects.
4. Present the finalized RPA Business cases to IT Chief Financial Officer (CFO) for budget approval thus leading to conversion into projects.
5. Ensure the RPA Intake process is streamlined and projects get deployed within the committed timelines by collaborating with business leaders, process SMEs and RPA program leaders.
6. Work in a matrix environment with excellent interpersonal, business partnership, team building and all round leadership skills.

7. Partner closely with engineering teams on business and functional areas to ensure RPA is adopted that would help drive business growth and productivity with focus on providing exceptional user experience.

Project Description:
India Connected Retail Solution is a single integrated mobile device with printer, scanner, card readers and touch screen loaded with software application for billing, inventory, loyalty, accounting, purchase, and compliance. Thus, a payment integrated device along with a retail app will be used to solve customers' problem as part of India Connected Retail Solution.
The delivery team adopted Agile scrum development methodology to deliver an incremental working prototype at the end of every sprint.

Roles and Responsibilities:
1. Conduct and lead grooming and elaboration sessions with the engineering and UX teams to elucidate and clarify business objectives, requirements and specifications of the proposed feature/solution thus establishing a common understanding between the business users and delivery team.
2. Prepare use cases and define user stories based on high level business requirement. Finally prioritize these user stories in consultation with Product Marketing Manager.
3. Engage in Product Management activities to determine new application features and planning for their release.
4. Develop a solid understanding of customers' (retailers) POS environment & systems.
Perform competitive analysis to evaluate the strengths and weaknesses of competitor's products and then define and prioritize product features accordingly.
5. Coordinate with Marketing and Product Management to understand macro and micro retail environment and needs.
6. Organize and lead client demonstration of the product at the end of every sprint

Accenture Solutions Private Limited as Lead Business Analyst
May 2016 to Jul 2018

Project Description:
The client, a leading Australian multi-national bank, was looking forward to building a new best of breed contact center solution for its retail customers by leveraging banking industry and technology experts knowledge to arrive at the most profitable and scalable outcome for the business. The focus was to deliver a customer centric relationship management platform (CRM platform) with robust case management and workflow solution.
The delivery team adopted Agile scrum development methodology to deliver an incremental working prototype at the end of every sprint. The Lead Business Analyst demonstrated the working prototype to the client leads and Product Owner at the end of each sprint cycle and the feedback was captured and addressed in the next sprint cycle.

Roles and Responsibilities:
1. Conduct and lead grooming and elaboration sessions with business stakeholders and SMEs to elicit, analyze, refine and provide decisive feedback on the business objectives, requirements and specifications of the enterprise application.
2. Engage with process owners and SMEs to understand their as-is business processes (if any), identify scope for process improvement and finally gain consensus on the proposed To-be processes.
3. Lead functional and business process design to create and refine case lifecycle designs and user views based on application requirements and specifications in an iterative and collaborative manner with multiple stakeholders.
4. Prepare use cases and define user stories based on high level business requirement. Finally prioritize these user stories in consultation with Product owner, business SMEs and enabled decision maker.
5. Provide functional expertise to the Delivery Team during user story hand-over and requirement clarification sessions thus establishing a common understanding of the requirements and specifications between the business users and delivery team.
6. Design wireframes and business process diagrams like swim lanes and End-to-End Context diagrams.
7. Organize and lead client demonstration of the working software at the end of every sprint.

Infosys Limited as Business Analyst
Aug 2011 to Apr 2015

Project Description:
The objective was to define, design and build an enterprise application to onboard retail customers digitally (Digital Customer Onboarding) and to handle the onboarding exceptions arising during the process using Finacle's Industry leading retail banking solution for various multinational banks across geographies.
Was also involved in simplifying and strengthening the end-to-end credit lifecycle for retail loans with Finacle's enterprise loan origination solution.

Roles and Responsibilities:
1. Proactively analyzed business requirements and techno-functional issues in Finacle Core Banking solution for a leading Middle East Bank; performed due diligence, research and provided solutions and enhancements leading to 40% improvement in process efficiency.
2. Led a 10-member team as a technology consultant to solve critical technical and functional issues for an Indian multinational bank thereby reducing the average transaction costs by 35%.
3. Managed product enhancement activities after analyzing the business requirements and key business issues for a leading Philippines bank leading to 19% increase in profit on capital.
4. Acted as a single point of contact to manage the migration of Finacle from 7X to 10X version for a leading nationalized bank in India generating 11% increase in revenue.
5. Mentored, coached and conducted trainings and knowledge sharing sessions for fresh graduates and lateral employees in Infosys.

Education

UG: **B.Tech/B.E. (Computer Science and Engineering)** from **West Bengal University of Technology (WBUT)** in **2011**

PG: **MBA/PGDM (Marketing and IT Operations)** from **GREAT LAKES INSTITUTE OF MANAGEMENT, CHENNAI** in **2016**

Other Qualifications/Certifications/Programs:
Certified Scrum Master (CSM)
Certified Scrum Product Owner (CSPO)
Certified Pega Business Analyst (CPBA)

IT Skills

Skill Name	Version	Last Used	Experience
CRM	latest	2019	8 Year(s) 0 Month(s)
AGILE	latest	2019	8 Year(s) 0 Month(s)
SCRUM	latest	2019	8 Year(s) 0 Month(s)
Requirement GATHERING	latest	2019	8 Year(s) 0 Month(s)
BUSINESS ANALYSIS	latest	2019	8 Year(s) 0 Month(s)
Business Consulting	latest	2019	8 Year(s) 0 Month(s)
USE CASE	latest	2019	8 Year(s) 0 Month(s)
User Stories	latest	2019	8 Year(s) 0 Month(s)
Business Process Design	latest	2019	8 Year(s) 0 Month(s)
JIRA	latest	2019	8 Year(s) 0 Month(s)
Robotic Process Automation	latest	2020	3 Year(s) 0 Month(s)
case management	latest	2019	8 Year(s) 0 Month(s)
Case Life cycle Management	latest	2019	8 Year(s) 0 Month(s)
BUSINESS PROCESS MANAGEMENT	latest	2019	8 Year(s) 0 Month(s)

Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✔	✔	✔
Hindi	Expert	✔	✔	✔
Bengali	Expert	✔	✔	✔
Telugu	Proficient			✔

Affirmative Action

Physically Challenged: No

Work Authorization

Countries: South Africa

Job Type: Permanent

Employment Status: Full time