



JITENDRA CHITTORA

Implementation Consultant, Seeking Roles In, Product Implementation, Project Management, Business Analysis, Defect Management, Software Development, Service Delivery, Requirement Analysis, Stakeholder Management, Client Management

Current Designation: Implementation Consultant	Total Experience: 5 Year(s) 1 Month(s)
Current Company: Allscripts	Notice Period: Currently Serving Notice Period
Current Location: Pune	Highest Degree: B.Tech/B.E. [Computers]
Pref. Location: Pune, Jaipur, Mumbai	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Business Analyst	
Industry: IT-Software/Software Services	
Marital Status: Single/unmarried	
Key Skills: implementation analyst, business analyst, project planning, project management, business analysis, defect management, service delivery, requirement gathering, requirement analysis, stakeholder management, client management, Product Implementation	
Verified: Phone Number Email - id	

Last Active: 25-Sep-20

Last Modified: 25-Sep-20

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Summary

- * Technocrat offering experience over 3 years in successful project management & implementation management while ensuring a high-quality customer experience, elevating customer satisfaction in line with SLAs & work processes
- * Currently associated as an Implementation Analyst in Infostretch Solutions, Ahmedabad-Gujarat; working on technologies and methodologies like Agile, Scrum & Software Development Life Cycle (SDLC)
- * Certified Scrum Master for steering the entire projects & project planning, scheduling, monitoring, controlling & configuring
- * Extensive Project management experience in grasping the big picture; conceptualizing, developing, implementing solutions, partnering closely with business leaders & stakeholders to achieve higher levels of efficiency & effectiveness
- * Excellence in gathering and understanding requirements of clients & other multiple stakeholders, followed by translation into functional specifications as well as provisioning of suitable software solutions

Work Experience

Allscripts as Implementation Consultant Sep 2019 to Till Date

- * Gathering and understanding the client business requirements for the application.
- * Configuration and customization of the application as per the requirements.
- * Managing and supporting the clients with the application workflow, issues etc.
- * Maintaining a good communication and business relationship with the clients in order to ensure healthy service experience.
- * Implementing application modules in the client environment and maintaining
- * Coordinating with client and managing the crucial situations & the escalations raised around the product.
- * Leading the team of required Implementation Analysts as per the product requirements.
- * Coordinating with internal teams handling various aspects of the product for business process requirement and ensuring the quality service.

Infostretch Solutions as Implementation Analyst Aug 2018 to Sep 2019

Key Result Areas:

- ? Working & guiding a team of 3 members on Agile methodology as well as motivating them to follow the work
- ? Performing configurations & customizations of the application as per the requirement with best solution
- ? Testing of the customizations prepared by executing the business process for valid use case
- ? Conducting Impact Analysis before making any change in the existing system
- ? Developing & completing the necessary documentation of the tasks performed
- ? Ensuring timely completions of the projects or tasks through proper & regular follow-ups
- ? Maintaining the highest level of technical & process expertise; specific to the industry, client processes, applications/utilities & products
- ? Managing schedules, escalations, issue analysis & resolutions
- ? Adhering to the deliverable deadlines
- ? Coordinating with client and managing the crucial situations & the escalations raised in the project



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.

Coordinating with client and managing the crucial situations & the escalations raised in the project

eClinicalWorks Pvt. Ltd. as Software Specialist (Technical Account Manager)
Dec 2015 to Aug 2018

Key Result Areas:

- * Managed international clients (U.S. based) and ensured quality & satisfactory services to them
- * Gathered & understood the client requirements & delivered the solution as per their requirements
- * Provided the best possible solutions of products to the clients in order to meet & attain the business requirements
- * Liaised with cross-functional teams including Developers, Project Managers & Strategic Account Managers in order to meet the demands & provided resolution to the issues related to the product
- * Supervised the server & client side technical environment that were best suited for the product in order to provide the best solution to the clients
- * Maintained the SLRs to ensure timely response to the clients
- * Used tools such as Bugzilla, JIRA & other internal software for resolving/ monitoring the bugs
- * Investigated the issues by reading different types of logs - Server logs, client side logs, Jasper logs, Data logs & so on
- * Performed manual testing of the different modules of the software
- * Executed the code in the test environment & reported the findings on the same
- * Attended SCRUM meetings to complete the task within the time-frame
- * Suggested the resolutions & workaround of the bugs in the system
- * Worked on the reports related requests through IBM Cognos reporting tool
- * Delivered sessions & provided thorough knowledge related to the workflow of product & the technical
- * Created & delivered the presentations for different modules

Universal Hunt (Human Resource, Recruitment) as Business Consultant
Jun 2015 to Nov 2015

Key Result Areas:

- * Coordinated with the international clients (Mostly GCC) and gained the requirements for suitable job positions for the international locations like Dubai, Bahrain, Oman, Qatar, Kuwait, Sharjah, Ajman, Saudi Arabia; covering all the GCC countries & most of the African countries like Tanzania, Uganda, Nigeria, Kenya, Angola, Mozambique & so on
- * Sourced & selected the relevant candidates using various portals, references & other sources
- * Studied the profile of the candidates and negotiated as well as convinced the candidates for the required/ vacant positions
- * Interacted with the people of different nationality such as Jordanian, Egyptian, Lebanon, Pakistani, Bangladeshi, African, Phillippino, Syrian, Sudanese, Palestinian, Indian, Sri Lankan & so on
- * Outsourced the candidates of international locations & completed the procedures required for it

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Education

UG: **B.Tech/B.E (Computers)** from **lobal institute of technology** in 2015

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IT Skills

Skill Name	Version	Last Used	Experience
JIRA		0	0 Year(s) 0 Month(s)

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				

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Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**

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