



Swati Kuhar

Senior Analyst seeking roles in Project Management,Business Analysis,Business Process Modelling,Product Management,Sprint Planning,Release Planning,System Integration,Requirement Gathering,Agile Scrum,Salesforce,Zen Desk,Lead Sured,Atlassian,ITIL

Current Designation: Senior Analyst-IT

Current Company: HCL Technologies Ltd

Current Location: Gurgaon

Pref. Location: Gurgaon

Functional Area: IT Software - Application Programming / Maintenance

Role: Business Analyst

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Product Management,Sprint Planning,System Integration,Requirement Gathering,Agile Scrum,Business Analyst,ITIL,Agile Project Management,JIRA,Confluence,SLA Management,IT Service Delivery,Feasibility Analysis,MS Project,Zoho,PMO

Verified : Phone Number | Email - id

Total Experience: 5 Year(s) 3 Month(s)

Notice Period: 1 Month

Highest Degree: MCA[Computers]

Last Active: 4-Aug-20 Last Modified: 4-Aug-20

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Summary

5 years of IT service excellence and product development

- * 'Product Owner, Business Analyst & Scrum Master' of HCL Technologies Intellectual Property (IP).
- * Telecom: An e-commerce product based on Elastic Path platform developed in Agile model.
- * Expertise in requirements management (BRDs, FSDs, SRS, NFRs etc.), maintain product backlog, risk and Change Management, project planning and Data Analysis.
- * Expertise of Client Management, Scrum methodologies, Product Ownership.
- * Responsibility involves setting the Product roadmap with Product Manager, vision and articulate the business value to product team.
- * Product Planning: Planning product release, prioritize features against strategic goals.
- * Mentorship: Interviewed personnel, guidance to younger talents, presentations to senior management, increased effectiveness and professionalism in each position held, stakeholder management etc.
- * Worked with Product based company and telecom companies.

Work Experience

HCL Technologies Ltd as Senior Analyst-IT

Aug 2018 to Till Date

Client Name: Airtel payments Bank

Role: Product Owner

Responsibilities

- * 'Product Owner', 'Business Analyst' and 'Scrum Master' of this product.
- * Maintains product backlog, write User Stories for the product requirements or changes.
- * Engage stakeholders: Business Development, Senior Management and Project team.
- * Lead in scrum, Release / Sprint Planning, reviews and retrospection meetings.
- * Inspect the product progress at the end of every sprint / release and give PO acceptance.

Client Name Airtel Africa Finance System

Role Business Analyst

Responsibilities

- * Working as a Business Analyst for 'Bharti Airtel Africa Finance department'.
- * Gathering customer requirements to build an automated Finance System.
- * Preparing SOW for the gathered requirements.
- * Giving walkthrough of the requirement to Developers (Backend and UI), Testers.
- * Clarifying day-to-day queries of team from Airtel Africa team through calls or meetings.
- * Creating Wireframes for the UI developers.
- * Supporting end users during UAT to ensure user satisfaction.
- * Catering with the testing defects or defects tracking.
- * Updating release notes/build of the system.
- * Responsible for features' signoff and final demo to the customers.



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.

- * Develop Integration strategy (middleware, backend systems, protocol, etc.) and approach.
- * Manage integration testing (SIT, UAT).
- * Facilitate sign-off on design deliverables.
- * Updating client on the status through daily status mails and Scrum calls.
- * Tracking of project in JIRA and creating user stories.
- * Helping team to meet the daily tasks by removing impediments from client side or by other stakeholders.
- * Escalating to higher management if required.

Client Name Airtel Revenue Assurance

Role Business Analyst

Responsibilities

- * Gathering customer requirements 'As is - To be' analysis for each user ,Requirement,
- * automate the controls/requirement and groom the requirements with the engineers/developer.
- * Preparing BRD's for the gathered requirements.
- * Supported end users during UAT to ensure user satisfaction.
- * Responsible for features, signoff and final demo to the customers.
- * Develop integration strategy (middleware, backend systems, protocol, etc.)
- * Manage integration testing (SIT, UAT).
- * Facilitate sign-off on design deliverables.

● **Drishti Soft Solutions** as Senior Project Executive

Oct 2014 to Jun 2018

Growth Path

Nov'16- Jun'18: Drishti Soft Solutions as Senior Project Executive

Apr'15- Oct'16: Drishti Soft Solutions as Project Executive

Oct'14- Mar'15: Drishti Soft Solutions as Trainee

Senior Project Executive

- * Responsible for requirement gathering and proposing contact center solution from default to high end customizations in domestic as well as international projects.
- * Single handedly initiating all the projects. Coordinating with Regional Project Managers and attending Project kick off calls to discuss and finalizing the scope for customizations and solution architecture.
- * Overall ownership of Incident, Problem, Change and Service Management. Incident and Problem logged follow up until it's resolved.
- * Requirement gathering, Business requirement analysis, discussing BRD documents & Feasibility study in coordination with presales, development and PSG team. Conducted project kick-off meetings, defined project objectives and scope, assumptions, and managed detailed project schedules.
- * Develop and share Project Plan document including Project scope, Wireframes of Proposed UI designs, project prerequisites, Network solution architecture, Implementation plan & Roles and Responsibilities.
- * Actively participated along with the project manager in developing the business case with client.
- * Provided timely project status updates to the Sales Head & Projects Head. Conducted and documented weekly status review for upper management. Schedule Weekly review meetings with Sales Managers, Account Managers and BU Head to discuss Project initiation status, Progress and Challenges.
- * Own level of service quality and Service Delivery performance.
- * Provide necessary inputs on the service introduction document.
- * Analyze quality of product demos given by Presales and Inside Sales Team and providing feedback to them.
- * Responsible for tracking quality of documents prepared by documentation team and their SLAs.
- * Responsible for preparing User Manuals and various feature documents of product.
- * Coordinating with Product team and Development team to suggest enhancements in Product.

Project Executive

- * Understanding & analyzing business processes and providing solutions.
- * Managed Professional Services (Customizations) Requirements in coordination with feasibility team to develop, finalize and share the scope documents along with cost Involved to end customers.
- * Based upon the requirement discussion, submitting the Project scope document to Project Managers.
- * Prepared MS for Incidents raised under Support and Services Queue.
- * Have shared analysis based upon the Engineer performance, Issue Category, TAT and SLA missed tickets followed by feedback sessions with functional TLs.

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Education

UG: **BCA (Computers)** from **Maharishi Dayanand University (MDU), Rohtak** in **2009**

PG: **MCA (Computers)** from **LINGAYAS UNIVERSITY** in **2012**

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IT Skills

Skill Name	Version	Last Used	Experience
ITIL Certified	v3	2018	3 Year(s) 0 Month(s)
PRODUCT MANAGEMENT	cspo	2020	5 Year(s) 0 Month(s)

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Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✓	✓	✓
Hindi	Expert	✓	✓	✓

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Projects

- Project Title: Solution for customer requirement

Client: For all the clients of Drishti

Nature of Employment: Full Time

Project Location: Gurgaon

Role: Other

Duration: Oct 2014 - Till Date

Onsite / Offsite: Offsite

Team Size: 9

Skill Used: Product knowledge, draw.io, Google docs, Excel, VLOOKUP, HLOOKUP, Pivot Table, Conditional Formatting, SUMF, MS, Advanced Excel, Powerpoint, MS Office Word, MS Office Powerpoint,

Role Description: This is a role of Business Analyst, who analyzes an organization or business domain (real or hypothetical) and documents its business or processes or systems, assessing the business model or its integration with technology.

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Affirmative Action

Category: General

Physically Challenged: No

Work Authorization

Countries: India

Job Type: Permanent

Employment Status: Full time

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