



Monika Kundalia
premium
Featured

Senior Consultant seeking roles in Business Consulting,Business Analysis,Gap Analysis,Requirement Analysis,Risk Analysis,Impact Analysis,IT Project Management,Stakeholder Management,Requirement Gathering,Agile Methodology,Waterfall,Scrum,JIRA,SDLC

Current Designation: Senior Consultant

Current Company: Ernst & Young

Current Location: Bengaluru / Bangalore

Pref. Location: Bengaluru / Bangalore

Functional Area: IT Software - Application Programming / Maintenance

Role: Business Analyst

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Senior Consultant,Business Analyst,Business Analysis,Gap Analysis,Requirement Analysis,Risk Analysis,Impact Analysis,IT Project Management,Stakeholder Management,Requirement Gathering,Agile Methodology,Scrum,JIRA,SDLC,Product Roadmap,Integration

Verified : Phone Number | Email - id

Total Experience: 13 Year(s) 0 Month(s)

Notice Period: Currently Serving Notice Period

Highest Degree: BBM [Not Specified]

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

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Summary

CSPO (Certified Scrum Product Owner) professional with nearly 10 years of extensive experience in Business Analysis and consulting with domain expertise in Supply Chain, Asset Management & E-commerce. Comprehensive experience in designing systems / procedures for change in IT project operations to design technical solutions, ensuring business functionality adherence & enhancing competitive advantage. Expertise in Gap-fit analysis, UML - Use cases, Smoke Testing, Change Management; effective in writing and maintaining requirement documents like User Stories, Business requirements documents (BRD), Functional Specification Document (FSD), Non-functional Requirements Document (NFR). Effective in imparting support to businesses by implementing technology solutions in a cost-effective way by determining the requirements of a project or program, and communicating them clearly to stakeholders, facilitators and partners.

Work Experience

Ernst & Young as Senior Consultant Dec 2018 to Till Date

Product owner role to develop Dell website for premier customer of Dell. Being PO I do requirement gathering, Gap analysis, solution provider, prepare user stories for backlog, backlog grooming, Sprint planning, customer interaction on day to day basis and create user stories in TFS.

Undertaking requirement analysis as per business needs; analyzing the procedures and problems and implementing stringent solutions in line with business requirements of stakeholders by using various elicitation techniques; engaging in documenting functional solutions and gap analysis. Defining the business process and rules for each module by designing the user journeys based on the discussion with the business users. Performing analysis related to sales data, asset data, user data and supplier data using tools like Excel, Omniture, Report Builder, Discover, SQL server 2008, QlikView; preparing reports/dashboards and undertaking analysis using Omniture (Site Catalyst) analytical tool. Prioritizing the user stories based on the product owner's need for the sprint; executing change request effectively and ensuring follow-up with the account management team to work on current schedule and cost impacts. Representing scrum calls to client for status update on behalf of BA team; providing transition knowledge to the development team while planning the sprint. Conducting JAD sessions with the clients for work around; undertaking retrospective meetings at the end of sprints to understand new blockers / issues during the sprint. Working in Agile methodology and actively present in the fortnightly status update meetings; formulating strategies and undertaking post analysis with respect to product pricing of European market. Preparing dashboards in QlikView in order to meet all requirements from different stakeholder in single report; conducting various online promotions in order to get higher revenue and SLOB clearance.

Action Labs as senior business analyst and scrum Master May 2018 to Dec 2018



Important

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Scrum Master and Sr. Business Analyst role. Run biweekly scrums with all ceremonies and being BAI do requirement gathering, Gap analysis, solution provider, prepare user stories for backlog and update the same in Jira

● **Compassites Software Solutions** as Senior Business Analyst- Supply Chain
Jul 2017 to May 2018

Compassites Software Solutions Role: Sr. Business Analyst Domain: Supply Chain Platform: Web Application Team Size: 13 SDLC: Agile Methodology (Scrum) Technology used .Net Project Description: The project is to develop vendor portal website for one of the leading supply chain company of US. Client mainly deals with providing cost saving solutions to it's customer and supply materials needed by their customer by stocking required materials and selling the same with cost benefit to themselves as well to their own customers. Client used deal with their vendors/suppliers through email communications. Hence developed vendor portal which made business deal easy with vendors and for client themselves. Key Modules:
Vendor portal Role: Sr. Business Analyst (Consultant) Domain: Travel Platform: Web Application Team Size: 36 SDLC: Agile Methodology (Scrum) Technology used PHP, HTML Project Description: The project is to develop website for one of the travel & tourism-based company. Website was user friendly from view of travel consultant for building itinerary and changing guest requirement in future; as well as from view of guest since it's was responsive proposal and guest would have all details before they fly for a holiday. Key Modules:
Payment gateway (Elavon ? US, Canada & Ogone ? all other countries)
Custom Itinerary building
Booking & Payment (Advance, interim & balance)

● **Sonata Software Ltd** as Business Analyst - Consultant
Jun 2016 to Jul 2017

Domain: E-Commerce
Platform: Mobile, Tablet and Web Application
Team Size: 23
SDLC: Agile Methodology (Scrum)
Technology used ? Java, HTML, Angular,

Project Description ? The project is to develop website and mobile site for one of the leading retail company of Eurasian country. Client mainly deals with online sales from retail and market place which are two heterogeneous systems with different business processes for similar business needs; due to this it became challenge for customer to have a unique business process and better customer experience for both the product orders. Involved as Business Analyst in designing and developing OMS system (Order Management System), which enables customers to manage their orders post order creation process in their present checkout system.

Key modules:

Create order in OMS post successful order creation in Checkout (present) system.
Fraud check on each order creation
Update online/Market Place about the newly received order for fulfilment process.
Modify order process
Return order process
Cancel order process

Key Deliverable as a Business Analyst:

Gathering requirements from the stakeholders using various elicitation techniques.
Defining the business process and rules for each module by designing the user journeys based on the discussion with the business users.
Documenting the requirements in the form of user stories and maintained product backlog.
Prioritizing the user stories based on the product owner's need for the sprint.
Key point of contact for the offshore team to gather, analyze and document (BRD & FRD) the requirement and the business rules.
Handling change request effectively and following up with the account management team to work on current schedule and cost impacts.
Played active role in helping both Dev and Test team during development and testing cycles.
Represents scrum calls with the client for status update on behalf of BA team
Provided knowledge transitions effectively to the development team while planning the sprint
Reviewed the work done by the sub-ordinates to ensure the accuracy of the work done
Effective customer engagement to maintain the transparency in our development model
Successfully shown demo at the end of every sprint and given the necessary justifications as needed
Primary role played in User Acceptance testing (UAT) and signoff.
Effectively conducted JAD sessions with the clients for work around
Conducted retrospective meetings at the end of sprints to understand if there were any blockers / issues during the sprint.

● **Element14 India Pvt. Ltd** as Business Analyst - Senior Analyst
Dec 2013 to Jun 2016

Domain: Supply Chain
Platform: Electronics
Team Size: 18
SDLC: Agile Methodology (Scrum)
Technology used ? .net, SQL

Project Description ? The project is mainly involved in increasing online sales and accusation of new vendors by providing analytical solution for business problems to various stakeholders of UK and US region in order to help the top management for decision making in supply chain management domain.

Key modules:

UK Was-Now Price Analysis
Next Order Free Campaign
Declining North America's Web Penetration
Brand and Product Dashboard
Warehouse Based Demand Modeling

Key Deliverable:

Worked in Agile methodology and actively present in the fort-nightly status update meetings
Responsible for strategy building and post analysis with respect to product pricing of European market
Gathering requirements from the stakeholders using various elicitation techniques.
Defining the business process and freeze requirement based on the discussion with the business users.

Documenting the requirements in the form of user stories and maintained product backlog.
 Captured documents in the form of BRD & FRD
 Prepared dashboards in qlikview in order to meet all requirements from different stakeholder in single report
 Conducted various online promotions in order to get higher revenue and SLOB clearance
 Acquired various vendors which company had lost hold for two decades
 Prioritizing the user stories based on the product owner's need for the sprint.
 Periodically Validating the weekly build by ensuring that the functionality developed in the sprint has met the requirements expectation
 Key point of contact with the offshore team
 Conducted sprint planning and sprint retrospective effectively
 Effectively handled change request with quicker turn around and accuracy with respect to impact and feasibility studies.
 Played active role in helping both Dev and Test team during development and testing cycles.
 Provided knowledge transitions effectively to the development team while planning the sprint
 Successfully shown demo at the end of every sprint and given the necessary justifications as needed
 Primary role played in User Acceptance testing (UAT) and signoff.

Tesco Hindustan Services as Analyst
 Aug 2011 to Dec 2013

Domain: Supply Chain
 Platform: Retail
 Team Size: 13
 SDLC: Water Fall
 Technology used - Business Object, mainframe, Excel

Project Description - The project was involved in supply chain management of stocks in warehouse, pricing and promotions as per seasonal and non-seasonal basis in order to provide better customer satisfaction and ensuring high profit to business at the same time for European countries.
 Key module:
 Warehouse Management

Key Deliverable:

Worked in waterfall model
 Gathering requirements from the stakeholders using various elicitation techniques.
 Requirement freezing was done based on the discussion with the business user
 Captured documents in the form of BRD
 Periodically Validating the weekly build by ensuring that the functionality developed in the sprint has met the requirements expectation
 Analysis on product availability i.e. how many and which all products are available in stock in order to manage customer requirement for the client country. Decision is based on many factors like past few weeks' sales, promotions, season, festivals etc
 Key point of contact with the offshore team
 Effectively handled change request in each phase with quick turn around and accuracy with respect to impact and feasibility studies.
 Played active role in helping both Dev and Test team during development and testing cycles.
 Successfully shown demo at the end of every phase and given the necessary justifications as needed
 Primary role played in User Acceptance testing (UAT) and signoff.

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Education

UG: **BBM (Not Specified)** from **CMS Business School, Bangalore** in **2007**

Other Qualifications/Certifications/Programs:
 CSPO

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IT Skills

Skill Name	Version	Last Used	Experience
MS OFFICE			
Visio, Word, Excel, PowerPoint, Jira			
Report Builder, Report Server			
Business Object, QlikView, BI			
SQL SERVER 2008			
VISUAL STUDIO	2019		2 Year(s)
JIRA	2019		4 Year(s)
TFS	2020		1 Year(s) 8 Month(s)

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Languages Known

Language	Proficiency	Read	Write	Speak
English	Proficient	✓	✓	✓
Hindi		✓	✓	✓
Marwadi				

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Projects

- **Project Title: B2B Migration**
Client: Dell Technologies
Nature of Employment: Full Time
Project Location: Bangalore
Role: Domain Expert
Duration: Dec 2018 - May 2020
Onsite / Offsite: Offsite
Team Size: 11
Skill Used: TFS, requirement gathering, user stories/backlogs and features writing, analysing product and issue and providing business solution, internal UAT sign off, demo to client, release help, agile - user stories grooming, daily stand up, Sprint planning, change request handing, client communication day to day, demo, conducting retrospective meeting, sending mom, ensuring team accomplish tasks assigned in a given Sprint
Role Description: Being product owner, I was reasonable for growing the product in specific to B2B customers. My role was not only restricted to migrating customers with existing features but providing them enhanced functionality which helps to customers and business
Project Details: B2B migration for Dell's premier customers ensuring all existing features work as it is along with enhancement of website with new features ensuring smooth journey of migration
- **Project Title: ET**
Client: Enchanting Travels
Nature of Employment: Full Time
Project Location: Bangalore
Role: Module Leader
Duration: Jul 2017 - May 2018
Onsite / Offsite: Offsite
Team Size: 30
Skill Used: User Stories, Requirement Gathering, Business Requirement Analysis, Documentum, JIRA, Confluence, Client Relationship Management, Team Management
Project Details: Role: Sr. Business Analyst (Consultant)
Domain: Travel
Platform: Web Application
Team Size: 36
SDLC: Agile Methodology (Scrum)
Technology used: PHP, HTML
Project Description: The project is to develop website for one of the travel & tourism-based company. Website was user friendly from view of travel consultant for building itinerary and changing guest requirement in future; as well as from view of guest since its was responsive proposal and guest would have all details before they fly for a holiday.
Key Modules:
Payment gateway (Elavon US, Canada & Ogone all other countries)
Custom Itinerary building
Booking & Payment (Advance, interim & balance)
- **Project Title: CS**
Client: TUI
Nature of Employment: Full Time
Project Location: Bangalore
Duration: Dec 2016 - Jun 2017
Onsite / Offsite: Offsite
Team Size: 13
Skill Used: Jira, requirement gathering, user stories/backlogs and features writing, analysing product and issue and providing business solution, internal UAT sign off, demo to client, release help, agile - user stories grooming, daily stand up, Sprint planning, change request handing, client communication day to day, demo, conducting retrospective meeting, sending mom, ensuring team accomplish tasks assigned in a given Sprint
Project Details: Role: Business Analyst (Consultant)
Domain: Travel
Platform: Mobile and Web Application
Team Size: 18
SDLC: Agile Methodology (Scrum)
Technology used: Java, HTML
Project Description: The project is to develop a platform where guest can have 360-degree view of resort/hotel sitting in a location. Client is one of the top most multinational travel and tourism company headquarter in Germany. Main moto of the project was to create dynamic view where a guest can view different part of resort like pool, play area etc before booking so that guest knows real time picture of the resort stay and can book/choose their preferred resort accordingly.
Key Modules:
I-map
Customer Feedback
- **Project Title: Hepsiburada**
Client: Hepsiburada
Nature of Employment: Full Time
Duration: Jul 2016 - Dec 2016
Onsite / Offsite: Offsite
Project Details: Role: Business Analyst (Consultant)
Domain: E-Commerce
Platform: Mobile, Tablet and Web Application
Team Size: 23
SDLC: Agile Methodology (Scrum)
Technology used: Java, HTML, Angular
Project Description: The project is to develop website and mobile site for one of the leading retail company of Eurasian country. Client mainly deals with online sales from retail and marketplace which are two heterogeneous systems with different business processes for similar business needs; due to this it became challenge for customer to have a unique business process and better customer experience for both the product orders. Engaged as Business Analyst in designing and developing OMS system (Order Management System), which enables customers to manage the orders post order creation process in their present checkout system.
Key Modules:
OMS
Update online/Market Place
Modify Order Process / Return Order Process /Cancel Order Process
- **Project Title: Vendor Portal - Supply Chain**
Client: Maxim
Nature of Employment: Full Time
Duration: Aug 2014 - May 2016
Onsite / Offsite: Offsite
Project Details: Role: Sr. Business Analyst
Domain: Supply Chain
Platform: Web Application

Platform: web Application
Team Size: 13
SDLC: Agile Methodology (Scrum)
Technology used .Net

Project Description: The project is to develop vendor portal website for one of the leading supply chain company of US. Client mainly deals with providing cost saving solutions to its customer and supply materials needed by their customer by stocking required materials and selling the same with cost benefit to themselves as well to their own customers. Client used to deal with their vendors/suppliers through email communications. Hence developed vendor portal which made business deal easy with vendors and for client themselves.

Key Modules:
Vendor portal

Project Title: Warehouse Management

Client: Tesco Internal Project

Nature of Employment: Full Time

Duration: Sep 2011 - Nov 2013

Onsite / Offsite: Offsite

Project Details: Role: Analyst

Domain: Supply Chain

Platform: Retail

Team Size: 13

SDLC: Water Fall

Technology used: Business Object, mainframe, Excel

Project Description: The project was engaged in supply chain management of stocks in warehouse, pricing and promotions as per seasonal and non-seasonal basis to provide better customer satisfaction and ensuring high profit to business at the same time for European countries.

Key module:
Warehouse Management
Forecasting & Replenishment

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Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time

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