



TANUSHREE DAS

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Immediately Available. Serving Notice Period.
Business Analysis Product Ownership
Overall experience - 10 years
Relevant experience - 4 years.

Current Designation: Business Analyst	Total Experience: 10 Year(s) 0 Month(s)
Current Company: Acidaes Solutions Pvt Ltd (Widely known as CRMNext)	Notice Period: Currently Serving Notice Period
Current Location: Mumbai	Highest Degree: B.Tech/B.E. [Computers]
Pref. Location: Mumbai, Mumbai, Mumbai Suburbs	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Business Analyst	
Industry: IT-Software/Software Services	
Marital Status: Married	
Key Skills: Requirement Gathering, Stakeholder Collaboration, Client interaction, Agile, Scrum, Business Intelligence, Impact Analysis, Gap Analysis, JIRA, Confluence, Tableau, SQL, MS Visio, Wireframing	
Verified : Phone Number Email - id	

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

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Summary

A passionate professional with 10+ years of experience in IT industry.
Over 6 years of experience in Project Management, Product Ownership and Business Analysis.
Certified Business Analyst - Certification of Capability in Business Analysis (CCBA) by International Institute of Business Analysis (IIBA).
Certified PSPO-I - Professional Scrum Product Owner by Scrum.org
Certified PSM-I - Professional Scrum Master by Scrum.org
Certified eMDP in Artificial Intelligence and Machine Learning by Indian Institute of Management, Kozhikode.
Thoroughly involved in Requirement Elicitation, Analysis & Modeling, handling end to end delivery of product. Created the product design solutions and ensuring delivery of products.
Been involved in liaising with client handling stakeholder collaboration. Used Agile and Scrum, worked upon JIRA, Kanban and Confluence.
Involved in functional documents like product backlog, BRD, FRD, Requirement Traceability Matrix (RTM), Impact Analysis and Gap Analysis

Work Experience

● **Acidaes Solutions Pvt Ltd (Widely known as CRMNext)** as Business Analyst Jan 2020 to Till Date

Skill sets used: BIZAGI Process Modeler, Tableau, MS Visio, MS Excel, JIRA, Kanban, Agile, Scrum, FRD, FSD, BRD, SDD, Requirement Elicitation, RTM, UML 2.0, Gap Analysis, Impact Analysis
Overview: Acidaes Solution Pvt Ltd widely known as CRMNext for the product that it sells, is a product-based company handling the varied customer base with utmost ease since more than a decade. The team handles the application cross selling to multiple banks as customer that deals in customer relationship management. It handles multiple functions and operations from lead creation to conversion into customer that is achieved via an extensive lead fulfilment journey.
Roles and Responsibility: Handled the direct interaction with customer for gaining requirement and scope analysis. Handled a team size of 10-12 members wherein taking care of the project management functionalities like cost benefit analysis, scope management, schedule variance analysis, product management along with some business analysis operations like requirement management, impact analysis and gap analysis. Have worked on the document creation for client along with the reporting activities wherein handled showcasing the timely reports with the help of MS and dashboards.

● **Capgemini** as Business Analyst Mar 2016 to Dec 2019

Skill sets used: BALSAMIQ, MS Visio, MS Excel, JIRA, Kanban, Agile, Scrum, FRD, FSD, BRD, SDD, SmartDraw, SVN, Requirement Elicitation, Traceability & Analysis, RTM, UML 2.0, Gap Analysis, Impact Analysis, Tableau, HPALM, Confluence.
Overview: Handled team of more than 30 resources ensuring end to end delivery with stringent timelines. Worked on Requirement Elicitation, Analysis for managing Requirement Architecture, created design options and prototypes for the solution. Planning & monitoring of project for performance improvements of solution. Current State



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descriptions to analyse and bridge the gap for reaching the desired future state. Expertise in Requirement Traceability Matrix (RTM), Impact Analysis and Gap Analysis. Worked on Robotics Process Automation (RPA) for building project with Bots that help in automating the everyday mundane tasks & activities so that there is minimum or no human intervention. Roles and Responsibility: Project management with estimation and schedule preparation. Worked on quality assurance and improving software quality by identifying and assigning critical defects on JIRA and tracking them till closure. Been working on Agile and Scrum along with Kanban and Confluence. Created business plans for ensuring smooth business operations. Worked on Business Intelligence for decision support systems. Done data analytics using Tableau and MS for handling complex data that would aid for decision making.

● **TechMahindra** as System Analyst
May 2014 to Feb 2016

Worked upon the application Broadband Network Management System - Light Speed for Telecom Domain. The application was intended for provisioning of services to the customers which were WI-FI, VoIP, and HDTV. Been handling functional aspects of Business Domain Model of project management operations. Worked on Lucid Chart creating online flowcharts, diagrams, UML sketches, and ER models.

Roles and Responsibility:
Managing client's expectation in terms of application development and support, ensuring quality and timely delivery.
Hands on experience in creating high-level design documents and reviewing pseudo code.
Completely owned entire QA process, creating daily and weekly reports, making team understand system functionality, system flow, UAT process, organization structure.
Preparing business scenario, Use Cases, test cases & scripts, identifying key bugs in the application.

Skill sets used:
MS Visio, MS Excel, JIRA, SVN, FRD, FSD, BRD, SDD, Smart Draw, Requirement Gathering, Requirement Analysis, Requirement Traceability, Use Cases, Gap Analysis, Impact Analysis, Use Cases, SharePoint, MS SQL Database, JUnit & Manual Testing, Wire framing.

● **Infosys** as System Engineer
Dec 2011 to Apr 2014

Worked to develop softwares based upon many platforms over the span of time including java, spring, hibernate, MS Access, SQL Server, HTML CSS. Developed applications using Java with Spring and Hibernate frameworks. Worked for data binding with back end database (SQL server) and assisted in user interface designing. Used Hibernate ORM tool for mapping with backend database.
Developed application for a leading bank using spring framework and Java, for the banking domain. Used Hibernate ORM tool to set up connection with backend database. It was intended to manage the payroll, loan details and other information of employees.

Roles and Responsibility:
Worked as a programmer in developing the application, worked on configuration of database along with deployment activities. Also worked on UI designing and database connectivity.

Skill sets used:
Java, spring, Hibernate, SQL server, JUnit, SVN, JIRA

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Education

UG: **B.Tech/B.E (Computers)** from **Guru Gobind Singh Indraprastha University (GGSIU)** in 2011

Other Qualifications/Certifications/Programs:
Certification Of Capability Business Analysis (CCBA)
Professional Scrum Product Owner (PSPO)
Professional Scrum Master (PSM)
eMDP in Artificial Intelligence and Machine Learning

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IT Skills

Skill Name	Version	Last Used	Experience
JAVA		2016	3 Year(s) 0 Month(s)
BUSINESS ANALYSIS		2019	3 Year(s) 0 Month(s)
Requirement analysis		2019	3 Year(s) 0 Month(s)
MS Visio		2018	1 Year(s) 0 Month(s)
JIRA		2019	2 Year(s) 0 Month(s)
WIREFRAMING		2019	3 Year(s) 0 Month(s)
Tortoise SVN		2018	2 Year(s) 0 Month(s)
SQL Server		2019	3 Year(s) 0 Month(s)
Requirement GATHERING		2019	3 Year(s) 0 Month(s)
Process Flow diagram		2019	2 Year(s) 0 Month(s)
BRD		2018	3 Year(s) 0 Month(s)
Business Requirement Analysis		2019	3 Year(s) 0 Month(s)
FRD		2019	3 Year(s) 0 Month(s)
use cases		2019	3 Year(s) 0 Month(s)
PROJECT MANAGEMENT		2020	3 Year(s) 6 Month(s)

TEAM MANAGEMENT	2020	3 Year(s) 0 Month(s)
RESOURCE MANAGEMENT	2020	3 Year(s) 0 Month(s)
Project Estimation	2020	2 Year(s) 9 Month(s)
Project Scheduling	2020	3 Year(s) 6 Month(s)
COST ESTIMATION	2020	3 Year(s) 6 Month(s)
Quality Management	2020	3 Year(s) 6 Month(s)
Scope management	2020	4 Year(s) 8 Month(s)
Schedule Preparation	2020	4 Year(s) 8 Month(s)

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Languages Known

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

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Projects

Project Title: VM- Virtual Visual Management

Client: Capgemini

Nature of Employment: Full Time

Project Location: Mumbai

Role: Other

Duration: May 2018 - May 2019

Onsite / Offsite: Offsite

Team Size: 12

Skill Used: Agile, Scrum, JIRA, MS Visio, MS Excel, MS PowerPoint, Active Presenter Tool, BPMN, FRD, BRD, SRS, Tableau, Pivot Table, VLOOKUP, Excel

Role Description: Product Owner

Project Details: Product VM helped in retrieving and analysis of development, testing status issues and defects.

Been involved in Requirement Elicitation, Analysis for managing Requirement Architecture, created design options and prototypes for the solution.

Been involved in Planning & Monitoring of project for performance improvements of solution. Worked on Current State descriptions to analyze and bridge the gap for reaching the desired future state.

Expertise in Requirement Traceability Matrix (RTM), Impact Analysis and Gap Analysis.

Been working on Agile and Scrum along with Kanban and Confluence.

Created and assigned defects and issues on JIRA and tracked them till closure. Created wire-frames, test cases, test suites, test scenarios.

Created business plans for ensuring smooth business operations.

Worked on Business Intelligence for decision support systems. Done data analytics using Tableau and MIS for handling complex data that would aid for decision making.

Project Title: Global Ordering

Client: Daimler

Nature of Employment: Full Time

Project Location: Mumbai

Role: Domain Expert

Duration: Apr 2016 - Dec 2017

Onsite / Offsite: Offsite

Team Size: 20

Skill Used: JIRA, Kanban, MS Visio, MS Excel, SVN, BALSAMIQ, FRD, FSD, BRD, SDD, Smart Draw, Requirement Gathering, Requirement Analysis, Requirement Traceability, usecases, Gap Analysis, Impact Analysis, Manual Testing, Agile, RTM, UML 2.0

Role Description: Worked as module lead to ensure team is progressing towards delivery. Involved in BRD, FRD, SDD, Requirement Traceability Matrix RTM, usecases, user stories, test execution, managing defects/bugs on JIRA and tracking till closure.

Project Details: Working on designing and documenting models for quality approach and enhanced performance.

Responsible for Software Project Management along with resource and team management. Ability to identify client requirements by eliciting and analyzing in order to develop design solutions.

Working on designing and documenting business models for quality approach and enhanced performance. Creating usecases, test cases, test scenarios, identifying bugs and defects.

Project Title: BBNMS LightSpeed

Client: ATT

Nature of Employment: Full Time

Project Location: Noida

Role: Quality Analyst

Duration: Jan 2015 - Dec 2015

Onsite / Offsite: Offsite

Team Size: 6

Skill Used: MS Visio, MS Excel, JIRA, SVN, FRD, FSD, BRD, SDD, Smart Draw, Requirement Gathering, Requirement Analysis, Requirement Traceability, Use Cases, Gap Analysis, Impact Analysis, SharePoint, MS SQL Database, JUnit & Manual Testing, Wire framing

Role Description: Managing application development and support, ensuring quality with timely delivery.

Hands on experience in creating HLD, weekly reports. Worked on Lucid Chart creating online flowcharts, diagrams, Use Cases, UML sketches, and ER models.

Project Details: Worked upon the application Broadband Network Management System LightSpeed for AT&T customers.

The application was intended for provisioning of services to the customers like Wi-Fi, VoIP, and HDTV. Validated customers critical information and after registration process provided services to them.

Project Title: Problem Management

Client: ATT

Nature of Employment: Full Time

Project Location: Noida

Role: Quality Analyst

Duration: May 2014 - Dec 2014

Onsite / Offsite: Offsite

Team Size: 4

Skill Used: MS Visio, MS Excel, JIRA, SVN, FRD, FSD, BRD, SDD, Smart Draw, Requirement Gathering, Requirement Analysis, Requirement Traceability, Use Cases, Gap Analysis, Impact Analysis, SharePoint, MS SQL Database, JUnit &

Manager, Requirement Management,SQL Server, SAP Manager, Impact Manager, Oracle CRM, HR CRM Database, CRM & Manual Testing, Wire framing

Role Description: Techno functional role. Implemented Balsamic for creating wireframes in brainstorming sessions for getting immediate feedback from stakeholders. Worked on creating mock-ups which can be converted into actual designs.

Project Details: Worked with CDITS-Problem Management Team (PMT). Performed analysis on issues occurred on AT&T website with the help of SharePoint. When customers lodged complaint regarding any error faced on ATT website then tickets would be raised and assigned to respective teams that handle those issues. Issues were analyzed with the help of sessions on Tealeaf tool which is intended for customer experience management.

■ Project Title: **Termsheet**

Client: **ABN Amro Bank**

Nature of Employment: **Full Time**

Project Location: **Pune**

Role: **Programmer**

Duration: **Sep 2012 - Mar 2014**

Onsite / Offsite: **Offsite**

Team Size: **6**

Skill Used: **Java, Spring, Hibernate, SQL server, JUnit, SVN, JIRA**

Role Description: Associated with programming and configuration. Worked for data binding with back end database (SQL server) and assisted in user interface designing.

Project Details: Developed an application for the ABN Amro Bank using Spring framework and Java. Used Hibernate ORM tool for mapping with backend database. It was intended to manage the payroll of employees that worked for ABN Amro Bank.

■ Project Title: **Employee Tracker**

Client: **Internal**

Nature of Employment: **Full Time**

Project Location: **Pune**

Role: **Programmer**

Duration: **Jun 2012 - Aug 2012**

Onsite / Offsite: **Offsite**

Team Size: **2**

Skill Used: **Titanium cross platform tool, android, simulator**

Role Description: Worked in a team to develop mobile app. Was responsible for development as well as performing the testing on simulator.

Project Details: Developed a Mobile App upon Titanium cross platform tool for all Android platforms. The purpose of mobile app was to track the project details of any employee. It was intended to get details about an employee about project and buffer allocations.

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Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

US Work Status: **Need H1 Visa**

Countries: **India**

Job Type: **Permanent**

Employment Status: **Full time**

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