



**Dhruv Mangla**

Sr.Business Analyst seeking roles in Business Analysis, System Design, System Implementation, Change Management, Business Process Improvement, Business Analysis, Impact Analysis, Gap Analysis, Requirement Gathering, Client Relationship Management, Tableau, JIRA

Current Designation: SENIOR BUSINESS ANALYST

Current Company: 3I INFOTECH PRIVATE LIMITED

Current Location: Mumbai

Pref. Location: Mumbai, Navi Mumbai, Bengaluru / Bangalore

Functional Area: IT Software - Application Programming / Maintenance

Role: Business Analyst

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Business Analyst, Business Analysis, System Design, System Implementation, Change Management, Business Process Improvement, Business Analysis, Impact Analysis, Gap Analysis, Requirement Gathering, Client Relationship Management, Tableau, JIRA.

Verified : Phone Number | Email - id

Total Experience: 3 Year(s) 8 Month(s)

Notice Period: 2 Months

Highest Degree: MBA/PGDM [Marketing]

Last Active: 22-Jan-21      Last Modified: 22-Jan-21

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## Summary

Aseasoned business analyst with experience of 3 years and 8 months in managing and delivering products/services for customers across various domains, proficient in customer interactions and working in collaboration with all the stakeholders to lead growth in highly competitive business markets. Strong exposure in agile methodology with expertise in writing user stories and following Scrum practices

## Work Experience

**3I INFOTECH PRIVATE LIMITED** as SENIOR BUSINESS ANALYST  
Apr 2017 to Till Date

- Solutions and Consulting Group
- Worked as a functional consultant on a Middle East Government project devising strategies for digital transformation and project management activities
  - Provided Demo and developed multiple solutions (Vitacura, Zeus) for pitching to the clients to enable their digital transformation journey
  - Solutions varied from domain (Healthcare, Insurance) and to varied technology (Mobility, Video Conferencing)
  - Provided required support for the sales team, pre sales and delivery team through RFP (Response For Proposal) preparation, collaboration with third party vendors and lead generation.
  - Worked on developing voice-enabled solution (Google Home and Alexa) and Indoor Navigation solution for a healthcare player in North American. After the implementation, Customer was able to save \$1mn/year
  - Worked on for a consumer electronics company to drive same store sales growth and enhance customer experience through technological and strategic initiatives
  - Build and source collateral including brochures, case studies, Industry reports and web content
  - Worked on solution design for enterprise and web content management for clients belonging to Government, Banking, Entertainment, Insurance and Healthcare domain for enhancing the customer experience on their platform
  - Support Knowledge share sessions on propositions for Clients (e.g. CEOs/CXOs/digital leads) ensure they have the required knowledge to successfully communicate the value of the propositions.

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## Education

UG: **B.Tech/B.E (Computers)** from **svnit** in **2015**

PG: **MBA/PGDM (Marketing)** from **SIBM** in **2017**

Other Qualifications/Certifications/Programs:



### 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.

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## IT Skills

Skill Name	Version	Last Used	Experience
TABLEAU			1 Year(s) 0 Month(s)
SQL			2 Year(s) 0 Month(s)
JIRA			2 Year(s) 0 Month(s)
CONFLUENCE			2 Year(s) 0 Month(s)
Microsoft Visio			1 Year(s) 0 Month(s)
REDMINE			2 Year(s) 0 Month(s)
Microsoft Office			3 Year(s) 8 Month(s)

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## Languages Known

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

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## Projects

- Project Title: Blockchain based Trading Platform  
Client: Cropdata Technology Private Limited  
Nature of Employment: Full Time

Duration: Dec 2018 - Till Date  
Onsite / Offsite: Offsite

Project Details: - Developed a flagship product in the banking sector enabling the end users to trade in agriculture commodities through future contracts.  
- Key Member of the requirement gathering discussions from end to end business solution.  
- Creation of supporting materials (FRD, BRD, User Story, Critical workflows) assisting the different stakeholders in the software development  
- Performed User Acceptance Testing, Gap Analysis for the client  
- Apply agile practices and principles to maximize business value and continuously improve the delivery of the right customer outcomes

- Project Title: Insurance Product Implementation  
Client: Abu Dhabi National Takaful Company  
Nature of Employment: Full Time

Duration: Dec 2017 - Dec 2018  
Onsite / Offsite: Offsite

Project Details: - Work with business to understand, elaborate, and capture requirements in functional documents.  
- Understand the underlying application to perform analysis and provide appropriate solution across it.  
- Provide the solution across the requirement gathered and based on the analysis of the projects  
- Worked on building solutions for an insurance players in the Middle East and Africa.

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## Affirmative Action

Category: General  
Physically Challenged: No

## Work Authorization

Job Type: Permanent  
Employment Status: Full time

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