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### Surya Kusumakar Jain  ⭐ Featured

CSPO/CBAP/CCBA certified Product Owner(Lead Business Analyst), currently working with Harman Connected Services, serving the notice period.

Current Designation: Product Owner - Lead Business Analyst

Current Company: Harman Connected Services

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: Married

Key Skills: business analysis,requirements analysis,requirement elicitation,requirement gathering,solution assessment and validation,uat,requirement management,requirement planning,management,documentation,gap analysis,Agile,requirements engineering

Verified : 📞 Phone Number | Email - id

Total Experience: 9 Year(s) 0 Month(s)

Notice Period: 3 Months

Highest Degree: MBA/PGDM [Computer Management]

Last Active: 12-Jun-20        Last Modified: 21-Jan-20

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## Summary

A CSPO/CBAP/CCBA certified, accomplished IT professional with in-depth experience of 9 years, presently performing in the capacity of Lead Business Analyst with Harman International Pvt. Ltd, Bangalore.
Comprehensive domain grasp across all the functional areas and expertise in Business Analysis, Requirements Analysis, and Elicitation, Business Analysis Planning, Requirements Management, Requirement Communication, Solution Assessment and Validation.
  Have full knowledge and understanding of the Software Development Life Cycle (SDLC).
Worked in both plan-driven (waterfall) and change driven environment (Agile development).
  Preparation of SRS (System Requirements Specification Documentation), Business Plans, BRDs (Business Requirement Documents), User Stories, User Manuals, Epics, Acceptance Test Criterion.
  Have extensive work experience in business modeling, requirements modeling and data modeling.
  Leading and liaison meeting between the client and the internal stakeholders.

## Work Experience

🔘 **Harman Connected Services** as Product Owner - Lead Business Analyst
Dec 2014 to Till Date

- Working in BDD and Agile(SCRUMS) frameworks.
- Accountable for Product Roadmap, Backlog Management, Feature Prioritization.
- Accountable for Release/Sprint Planning, Grooming, Daily Scrums, Retro and Reviews(Feature Demos).
- Accountable for Requirements Elicitation and Management.
- Accountable for writing the requirements in User Story, BDD and ACTDD formats.
- Accountable for UAT and post-production support.
- Responsible for GTM activities.
- Using various business analysis techniques like Brainstorming, Interviews and Requirement Workshops.
- Creating documents with help UML diagrams like Activity, State, and Sequence diagram.
- Experience in JIRA, Confluence, Trello and AHA.
- Experience in using tools like VISIO, Balsamiq and Draw.io.

🔘 **Medplus India Pvt. Ltd.** as Business Analyst
Mar 2012 to Dec 2014

Key Projects Handled : MedPlus Mart, MedPlus Beauty, CRM, Rite Cure and Delivery Management Application
Technical Tools : Atlassian Jira and Atlassian Confluence
Domain Knowledge : ERP, eCommerce Projects, Java Projects
Environment : Open Source ERP, Spring and Java

Responsibilities :

Conducted stakeholder analysis.
Gathered requirements from the stakeholders using a variety of effective techniques like interviews, JAD, requirement workshops.

workshops.

Responsible for defining as-is and to-be process flows and performing gap analysis.

Involved in facilitating the requirement workshops and Joint Application Developments with COO, CTO, development team, testing team and UI Designers.

Elicited requirements using various requirements documents like Business Requirement Document, Functional Requirement Specification, Meeting Minutes and SRS.

Documented the functional and business requirements using UML diagrams like DFD, Activity Diagram, Sequence Diagram and State Diagram.

Involved in prototyping the user interfaces for the Operations area of the company.

Communicated the requirements to all the stakeholders through the requirements package and involved in seeking approval on them.

Accountable for work distribution among the team members & handled the project related activities and production issues.

Worked with the testing team to demonstrate the requirements and reviewed the test cases.

Accountable for UAT and post implementation support to the client.

Worked on post implementation issues using root cause analysis and managed them using problem tracking.

Demonstrated all newly implemented processes to the client and the operational team and prepared user manuals to help them understand the processes.

Working on projects executed using waterfall methodologies.

Deftly managed multiple projects, ensured successful completion of the projects within the approved timelines and smooth execution and implementation of the Project.

Involved in managing the business analysis and project scope.

Worked in all the phases of SDLC and has the ability to adhere to project methodologies, testing and documentation.

Collaborated with the team members and senior management to maintain a continuous stream of information regarding the project status and progress & identified appropriate solutions for problems if any.

Responsible for handling various project management activities like maintaining project checklists, project charter and managing change requests.

Worked on the various aspects of ERP like Order Management, Inventory Management, Catalog Management, Order Returns, Promotion Engine and Payments Integration across all verticals.

Have sound knowledge about all the eCommerce functionalities like Checkout, Customer Account Management, Single Sign On and Cataloging.

Used various business analysis techniques root cause analysis, benchmarking, problem tracking, interviews, brainstorming, estimation, interface analysis, document analysis, traceability matrix, checklists, functional decomposition, process modeling, requirement workshops.

- **Hotwax Media Pvt. Ltd** as Business Analyst
Sep 2008 to Aug 2011

Key Projects Handled : ALX Global, Scarpa Pro America, Product Bahn, Moxii, Buynow
Technical Tools : Atlassian Jira and Atlassian Confluence
Domain Knowledge : ERP, eCommerce Projects
Environment : Open Source ERP (Ofbiz)

Responsibilities :

Responsible for gathering requirements from the Client through brainstorming, emails, conference calls and interviews.

Ensured high productivity by understanding client's business requirements and ensured better service level to enhance satisfaction and selling business.

Responsible for technical and functional gap analysis.

Elicited business, stakeholder, functional, non functional and transition requirements (for legacy data transitions) using BRDs, Epics, User Stories, Acceptance Tests, MoMs and SRS.

Communicated the requirements to all the stakeholders for review and seek formal sign off from them.

Accountable for providing the business analysis estimates using Function Point estimation technique and defining scope of business analysis work.

Worked on projects executed using agile methodology.

Worked in coordination with the Project Manager to prepare product backlog (using Rolling Wave Planning) and assigning resources to projects.

Worked in synch with the development team and testing team to help them understand the requirements and to provide functional support.

Accountable for UAT, test cases review and post implementation support.

Demonstrated newly implemented functionalities to the Client and developed user manuals to help them run the processes.

Managed all the post implementation issues using Jira and problem management technique.

Assessed the solution (post implementation) to provide suggestion for improvements.

Successfully completed the assignments within the defined time frame and garnered sound experience in managing techno-commercial aspects.

Mentored junior business analyst and reviewed requirements specifications prepared by them.

Used various business analysis techniques root cause analysis, benchmarking, problem tracking, data glossary, interviews, brainstorming, estimation, interface analysis, document analysis, user stories and acceptance and evaluation criterion.

# Education

UG: **B.Sc (Computers)** from **Devi Ahilya Vishwa Vidhyalaya (DAVV), Indore** in **2005**

PG: **MBA/PGDM (Computer Management)** from **Devi Ahilya Vishwa Vidhyalaya (DAVV), Indore** in **2007**

**Other Qualifications/Certifications/Programs:**
CCBA certified
CSPO
CBAP

# IT Skills

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

| | | |
|---|---|---|
| ~~ATLASSIAN JIRA~~ | | 0 Year(s) 0 Month(s) |
| CONFLUENCE | | 0 Year(s) 0 Month(s) |
| SCRUM | | 0 Year(s) 0 Month(s) |
| PRODUCT MANAGEMENT | | 0 Year(s) 0 Month(s) |
| BUSINESS ANALYSIS | | |
| Requirement GATHERING | | |
| Requirement elicitation | | |
| User Acceptance Testing | | |
| BDD | | 0 Year(s) 0 Month(s) |
| Agile Methodology | 0 | 0 Year(s) 0 Month(s) |

## Languages Known

| Language | Proficiency | Read | Write | Speak |
|---|---|---|---|---|
| English | Proficient | | | |
| Hindi | Proficient | | | |

## Affirmative Action

Physically Challenged: No

## Work Authorization

US Work Status: Authorized to Work in the US

Job Type: Permanent

Employment Status: Full time