



**Samrat Chopra**

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Certified Scrum Master Client Support Manager workinh as business analyst seeking assignment in Software Development, Mobile Application Development, Website development, Project Management, Requirement Gathering, BRD, FRD, SRS, MS Visio, Jira, Azure, SQL, MySql

Current Designation: Client Support Manager - Business Analyst

Total Experience: 5 Year(s) 6 Month(s)

Current Company: One Store India

Notice Period: 1 Month

Current Location: Delhi

Highest Degree: PG Diploma [travel and tourism]

Pref. Location: Bengaluru / Bangalore, Delhi / NCR, Pune

Functional Area: IT Software - Application Programming / Maintenance

Role: Business Analyst

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Client Support Manager, Business Analyst, Software Development, Mobile Application Development, Website development, Project Management, Requirement Gathering, Business Development, BRD, FRD, SRS, MS Visio, Jira, Azure, SQL, MySql, PowerBI, Tableau

Verified: Phone Number | Email - id

Last Active: 21-Jan-21

Last Modified: 21-Jan-21

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## Summary

A Certified ScrumMaster® (CSM®) with 5.5 years of work experience in Business Development, Mobile Application development, Website development, E-Commerce & CRM

\*

Elicitation, requirement gathering & stakeholder collaboration

\*

Experience in Agile Scrum & Waterfall technology of implementation for software development

\*

\* Preparing BRD, FRD & SRS (Business Documentation)

\* Preparing UML's, Wire- framing and prototypes

Communicate requirements and updates of the same to the relevant stakeholder

\*

\* Conduct and take part in Daily Scrum meeting.

\* Coordinate and participate in User Acceptance Testing

## Work Experience

■ **One Store India** as Client Support Manager - Business Analyst  
May 2020 to Till Date

Conducting interviews & brainstorming sessions with internal stakeholders for validating the Business requirements

\* Perform Impact analysis on new requirements to avoid any unseen errors

\* Perform risk analysis to avoid unforeseen roadblocks/impediments that may occur in future.

\* Checking all the parameters for a successful user story i.e Definition of Done, Definition of Ready & User Acceptance

\* Communicating process changes, enhancements, and modifications to team.

Worked effectively with cross-functional teams to ensure clear communication and outline of project requirements

\* Perform data analysis and utilizing \* SQL query tools

■ **Virtual Employee** as Senior Executive - Business Analyst  
Mar 2017 to Mar 2020

Analyze and Synthesize information elicited from stakeholders and translate requirements into different deliverables such as functional specification, user stories & workflow diagrams to meet business needs and objectives.

\* Conducted interviews, brainstorming sessions, workshops & joint application development sessions with internal and



### 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.

external stakeholders in making sure the business requirements are validated and accomplished regularly.

\*Produce detailed Mockups & Wire-framing with versatile tools such as Ms-visio, Draw.io and balsmiq.

\* Working on defects/bugs/issues and coordinating with developers and QA

\* Write Test Cases, create RACI Matrix & Traceability Matrix

\* Supporting UAT and bug fixes during UAT

#### EnP as Business Development Manager Feb 2015 to Jan 2017

Act as a liaison between business & technology group to facilitate communication both ways

\*Established relationships with key decision-makers within customer's organization to promote growth and retention.

\*Business development analysis to identify key products, services and customer base to devise innovative sales and marketing plans.

\*Earned promotion due to exemplary work to become the Business Development Manager.

\* Represented company and promoted products at conferences and trade association meetings.

\* Comprehensive MS & CRM management.

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## Education

UG: **B.Tech/B.E. (Information Technology)** from **Delhi college of Technology and management** in 2014

PG: **PGDiploma (travel and tourism)** from **KOUNI Academy - Defence Colony** in 2014

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## IT Skills

| Skill Name                         | Version | Last Used | Experience |
|------------------------------------|---------|-----------|------------|
| Sql Server 2008, MySQL             |         |           |            |
| JIRA                               |         |           |            |
| MS PowerPoint, MS Excel            |         |           |            |
| MS Visio-2016, Draw.io             |         |           |            |
| Moqups                             |         |           |            |
| TABLEAU                            |         |           |            |
| As Is - To Be                      |         |           |            |
| Waterfall, Agile                   |         |           |            |
| Ms word / Ms Excel / Ms PowerPoint |         |           |            |
| UAT / BDT                          |         |           |            |

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## Languages Known

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

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## Projects

#### Project Title: Website Development

Client: **One Store India**

Nature of Employment: **Full Time**

Project Location: **Noida**

Role: **Other**

Duration: **May 2020 - Till Date**

Onsite / Offsite: **Onsite**

Team Size: **10**

Skill Used: **Excel, azure, azure rp, frd, Use Cases, Prototyping**

Role Description: **\*Requirement elicitation, requirement gathering & stakeholder collaboration**

**\*Preparing GRD & FRD/SRS**

**\*Functional/Non- functional requirements**

**\*Preparing UML's, Wire- framing and prototypes**

**\*Take part in Daily Scrum meeting.**

Project Details: **Onemontar.com** is a website application created on WordPress CMS. As per project scope, a new ticket system was developed on Laravel CMS to overcome client's complaints/issues and Laravel was integrated with WordPress.

#### Project Title: Marketing Portal Development

Client: **Confidential**

Nature of Employment: **Full Time**

Project Location: **USA**

Role: **Other**

Duration: **Aug 2019 - Dec 2019**

Onsite / Offsite: **Offsite**

Team Size: **8**

Skill Used: **JIRA, Prototype, Wireframing, UML, Documentation,**

Role Description: **\*Requirement elicitation, requirement gathering & stakeholder collaboration**

**\*Preparing BRD & SRS(Business Documentation)**

\*Preparing BRD & SRS(Business Documentation)

\*Preparing UML's, Wire- framing and prototypes

\*Conduct and take part in Daily Scrum meeting.

Project Details: The company used to have an old SAP system which was non - customizable and quite expensive to capture leads and functionality.

The company wanted to develop their own crm project. Therefore, we implemented our customized crm tool capture leads, marketing campaigns and customer management.

● Project Title: E-commerce Website & CRM development

Client: Protein World

Nature of Employment: Full Time

Project Location: UK

Role: Other

Duration: Apr 2018 - Aug 2018

Onsite / Offsite: Offsite

Team Size: 7

Skill Used: Agile Methodology, Scrum Master, Process Flow Diagram, JIRA, Prototype, Wireframing

Role Description: \*Requirement elicitation, requirement gathering & stakeholder collaboration

\*Preparing BRD & SRS(Business Documentation)

\*Preparing UML's, Wire- framing and prototypes

\*Conduct and take part in Daily Scrum meeting.

Project Details: E-commerce Website:

The business objective was to create a secure, efficient & responsive website.

The website was earlier built on Joomla which was an inefficient CMS which has complex architecture, limited add-ons and modules for website customization. We developed an efficient & user friendly website on WordPress.

CRM Module:

To provide operational CRM module which includes Sales automation, Marketing automation and Service automation.

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## Affirmative Action

Physically Challenged: No

## Work Authorization

Countries: India

Job Type: Permanent

Employment Status: Full time

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