

Hardik Shah

Business Analyst/ Scrum Master



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1.MS Office
2.Flowchart
3.Documentation



1.Balsamiq
2.Figma
3.Draw.io



1.Trello
2.Asana
3.Zoho CRM
4.Odoo ERP

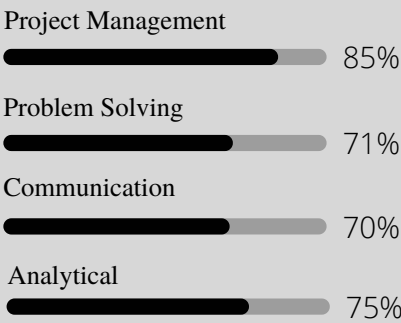


1.Product Expertise
2.Mobility Solution
3.CMMI level -3

Profile

I'm responsible for the implementation and support of business information systems across multiple departments & identify problems and opportunities within a company and ultimately provide solutions that help achieve the business' goals.

Skills



List of Company - 4.5 Years

Company Name	Role	From	To
Amnex Infotechnologies Pvt Ltd (CMMI - 3)	Business Analyst	April - 2018	Jan - 2022
Acespritech Solution Pvt Ltd	Sr. Business Analyst	Feb- 2022	May - 2022

WORK EXPERIENCE OVERVIEW

Document familiar with:-

- Pre-sales:
 - Proposal,
 - Gap analysis,
 - MOM,
 - POC.
- Post Sales:
 - SRS,
 - FRS,
 - BRD,
 - RTM,
 - Wireframing and prototyping,
 - Use case,
 - Test Cases,
 - UAT,
 - User manual,
 - SOP,
 - MOM,
 - Training report,
 - Change request document,
 - Escalation Matrix,
 - SOP,
 - CMMI Documentation as well.
- Translating and simplifying requirements
- Planning, execution and monitoring of project development with Team
- Conduct market research and create independent cost estimates.
- Manual and analytical testing to meet client’s requirement
- Identifying the issue, Bug tracking and determine the most appropriate solution
- UAT with client of phase wise application release
- Working closely with the Developers and Testers
- Provide Demo, training and understanding to client (Remotely / Onsite)

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Domain Expertise

- 1.Retail Sector
- 2.Healthcare Sector
- 3.Construction Sector
- 4.Mobility Sector
- 5.HR Sector
- 6.ERP & CRM



Familiar Methodology

1. WATERFALL
2. AGILE
3. RAD



Familiar Technology

1. Native
2. Hybrid



Language

1. English
2. Gujarati
3. Hindi



Nationality

1. Indian



- Go Live and certification process
- Product enhancement, Improvements, New Ideas and concept
- Follow-ups, Internal communication, progress meetings with the Project Manager and internal team
- Participation in company activities and other project work
- Worked on client's data for analysis & formatting to backend upload
- Resource Optimization
- Cross-functional application activities and help to other teammates
- Daily mail communication and up to date with work progress & daily reporting
- Day to day development & progress monitoring and mentoring
- SLA Compliance and Management
- Participated in CMMI Documentation and interview Process.
- Pre-Sales & Post sales Business Analysis and Presentations
- Manage the whole project, timelines and successful completion of project deliverables
- Implement our Odoo software and deliver tailor-made training
- Collaborate with Odoo's developers to execute specific customers' business requirements, as well as working with sales team in pre & post-sales
- Support the growth of our partner network to become Odoo experts
- Expert in sales management systems which include the retail, distribution, and manufacturing processes
- Knowledge about the different functionalities and features of the main web browsers
- Appreciated by several client managers for alternative business ideas justifying innovation.

Certification

- Certified Scrum Master training by Charles University, 15 April 2021 - Online Mode
- Certified CCAP by scrum.org - 3 July, 2021 - Online Mode
- Pearson Test of English in General - 56 score, 24 March 2017

Educational Background

MBA in Marketing	Jan 2018 -Dec 2020
Jaipur University (AICTE Approved)	
B.Tech in UVPCE	Jan 2013 -Dec 2016
Ganpat University (AICTE Approved)	
Diploma in B.S. Patel Polytechnic	Jan 2010 -Dec 2013
Ganpat University (AICTE Approved)	