

Ivan Pereira

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Professional Summary:

- ≈ A multi-skilled IT professional with more than **3 years** of progressive experience as a **Business analyst** in Customer relationship management (**CRM**), banking and Information Technology domain.
- ≈ Working as a Business analyst for **Acidaes solutions (CRMNEXT application)**, managing the CRM project implementation for different client like AXIS Bank, Fullerton India Credit Company, Pfizer, TATA AIA Life Insurance, National Bank of OMAN, HDFC Bank and digital application (DAP) for HDFC bank
- ≈ Communicate with business users/enhancement requestor by doing **requirement study**, understand user's current process, capturing relevant artifacts and translating & Simplifying the same in to **BRD/ SRS**.
- ≈ Effective in the identification of problem areas, development of alternatives and **implementation** of creative business solutions.
- ≈ Developing **documentation** to document process and capture day to day changes related to product.
- ≈ **Coordinating** with developers, designers & operations teams for various nuances of the project, and finally deliver the same within estimated timeframe.
- ≈ Hands on experience in **implementation, Configuration and Troubleshooting of CRMNEXT**
- ≈ Support the UAT, Taking **UAT sign-off** from all stake-holders and do follow-up for the same.
- ≈ Assists and ensures **go live** and transition to production of the application.
- ≈ Travel to client locations for **Demos**, Develop Power Point **presentations** for giving **training** to internal team and clients.
- ≈ Implemented **LDAP** for Fullerton India Credit Co. and TATA AIA Life Insurance.
- ≈ Implemented **EKYC** for **HDFC bank** using fingerprint biometric device.
- ≈ Implementation of '**Import User Job**' to import IndusInd bank Users in **TATA AIA Life Insurance**.
- ≈ Implemented CITIBANK **Leads document flow** to CRMNEXT and vice versa.
- ≈ Implemented **iTALIC - CRMNEXT** Integration of Leads using **Web Service**.
- ≈ Expertise in **Database queries** working on **Microsoft SQL server 2012 platforms** having knowledge on backup, restoration, Performance tuning.
- ≈ Worked extensively in team-oriented environment with strong **Trouble-shooting**, Analytical, interpersonal and communication skills.

Career Related Skills

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|--------------------------------|--|
| ≈ Vendor Coordination | ≈ Good interpersonal skills and ability to work in a team |
| ≈ Preparing BRD | |
| ≈ Requirement Gathering | ≈ Strong project management & execution skills |
| ≈ Solution Deployment | |
| ≈ Audit system configuration | ≈ Provide Demo and Presentation. |
| ≈ Reviewing Test cases | ≈ Documentation of Functional and Non-Functional requirement |
| ≈ Database Monitoring & Tuning | |

Technical Proficiency

- ≈ **Database:** MS SQL server 2012.
Sizing & evaluating Server hardware, Installation of SQL software, Database creation, Databases Backup, creating & maintaining Database users, Database restoration & recovery, Database performance, Monitoring & tuning.
- ≈ **Methodologies:** Waterfall Method, Agile, Software Development Life Cycle (SDLC).
- ≈ **Operating Systems:** Windows 2012 R2, Basic knowledge of creating users, groups, deleting users, SSL- Self-Signed Certificate implementation, Website Redirection.

Educational Credentials

Qualification	Year	School/College	University/Board	Percentage
Post-Graduation-ITBA	2017	Conestoga College	OCGC	
B.E.– Computer Engineering	2013	Xavier Institute of Engineering	Mumbai University	64.26%
Diploma- Computer Technology	2010	Babasaheb Gawde Institute Of Technology	M.S.B.T.E	79.59%

Professional Experience

Acidaes Solutions Pvt. Ltd. (CRMNEXT), Mumbai (Au '13 – Aug '17)

- **Client** : AXIS Bank, Fullerton India Credit Company, Pfizer, HDFC Bank, TATA AIA Life Insurance, National Bank of OMAN, Equitas Bank, Ujjivan Bank
- **Technology /Infrastructure** : Windows 2012 R2, MS SQL Server 2012.
- **Role** : Business Analyst (CRM with BFSI)

Co-Curricular Activities

- **Appreciation Certification from TATA AIA Life Insurance.**
- Participated for THINKQUEST 2010 (Project Competition), which was held on 13th and 14th March 2010.
- Volunteered and coordinated Blood Donation Camp.