**Role – Business Analyst**

### **Job Responsibilities in Business Analyst**

* Engage with our existing and prospective customers and help them to adopt products and solutions to meet their business requirements
* Ensure consistent growth in product awareness, adoption and usage by customers
* Showcase product and solution concepts via presentations, demos, user evangelization and effective documentation
* Lead discovery sessions with IT and business users to understand the client’s business objectives and system/application needs
* With an excellent understanding of product features and related technologies, design the solution that best meets the client’s requirements
* Proactively create documentary artifacts like business cases, usage scenarios, solution blueprints, FAQs, meeting notes… etc.
* Lead or work with other customer success teams to ensure successful completion of project milestones for production and the initial rollout phase of the project
* Communicate progress and expectations, escalate problems for awareness and resolution
* Lead client training sessions
* Support clients and play a key role in promoting solution adoption and usage
* Provide regular and adequate end user feedback to the product team

**Job Requirements in Business Analyst**

* A technical degree (Engineering, MCA) or business degree (MBA, BBA) from a reputed institute with a minimum of 4-5 years of experience in software or consulting industry
* Must be able to manage multiple projects utilizing strong planning and organizational skills
* Outstanding verbal, written and presentation skills to demonstrate solution concepts
* Strong interpersonal skills with ability to influence and build effective customer relationships
* Experience with general consulting skills that include team facilitation, business case development, strong business analysis skills, process mapping, and business process redesigning.
* Systems implementation skills: requirements/process analysis, conceptual and detailed design, configuration, testing, training, change management, and support
* Ability to set and manage customer expectations, and work independently on project assignments.