

ROHIT SINGH

Associate Business Analyst

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EXPERIENCE

Associate Business Analyst

Binary Semantics Pvt. Ltd.

 May 2022 – Present

 Gurugram

- Devised and executed a Go-To-Market Strategy for the development of Version 2 Product, leading to a remarkable **95% improvement in product efficiency**.
- Generated Business Requirement Document (BRD) and conducted SWOT, and Gap Analysis with wireframe frameworks, came up with **innovative process improvement solutions**.
- Identified and resolved **50%-60% inefficiencies in the product's overall workflow**.
- Created a **ticketing strategy for 2M support tickets, achieved 4M savings annually and improved customer satisfaction by 35%**.
- Collaborated with an five-person analytics team to **analyze the 100+ inefficiencies from 100k+ responses** to identify product improvement areas.
- Implemented a new process for calculating developer efficiency per Change Request (CR), resulting in an **80% increase in team productivity**.
- Engaged in daily dialogues with External Stakeholders to map out upcoming tasks and project improvements.
- **Worked closely with Insurance Companies to integrate a KYC approach, increasing policy issuance accuracy by 50%-60% within just two months.**
- Performed root cause analysis of complex problems in order to recommend process improvements or cost savings measures.

Operation Analyst Intern

Outlook Group Pvt. Ltd.

 May 2021 – Jul 2021

 New Delhi

- Analyzed and documented operational processes to identify areas of improvement.
- Evaluated customer feedback surveys to determine areas of improvement in service delivery.
- Collaborated with cross-functional team to define features and build powerful and easy-to-use products and customer-facing workflow tools.

EDUCATION

MBA in IT & Operations

Delhi Technological University

 2020 – 2022

 New Delhi

B.Tech in Computer Science Engineering

Kurukshetra University

 2014 – 2018

 Panipat, Haryana

SKILLS

Android Studio

Project Planning

Problem Solving

Product Planning

Strategy Planning

Market Strategy

Critical Thinking

Business Analysis

Wireframe Design

Analytical Skills

PROJECTS

STTC SBI

 [Project link](#)

- STTC SBI is Android based application designed on Android Studio using Java Language.
- Developed for Western Railway Training Center for their training materials.
- User can download their training materials as well as can add the training materials.
- This application is password protected. STTC SBI trainees & employees can only login the application.