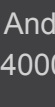


MANDAR SAWARDEKAR

SENIOR BUSINESS ANALYST



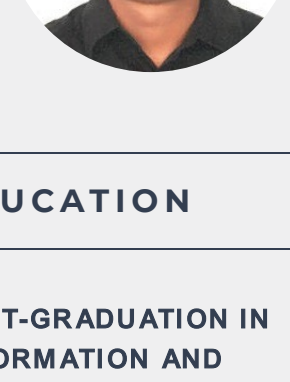
Saurabh society, Seven
Bungalow, Andheri west.,
Mumbai, 400061, India



+91 9702647647



mandar1502@gmail.com



EDUCATION

POST-GRADUATION IN
INFORMATION AND
COMMUNICATION
TECHNOLOGY

Christchurch Polytechnic
Institute of Technology, New
Zealand / Christchurch / 2011

BACHELOR'S DEGREE IN
SOFTWARE ENGINEERING.

Champlain College, Burlington,
Vermont, USA / Mumbai / 2007

HIGHER SECONDARY
SCHOOL IN SCIENCE

Bhavan's College, Mumbai /
Mumbai / 2004

SKILLS

Time Management

Agile Scrum and Sprint Planning

Analytical and Numerical skills

Communication and Interacting
Abilities

Leadership and Team
Management

PERSONAL
DETAILS

Date of birth: 15/02/1987

Nationality: Indian

Marital status: Single

HOBBIES

- Traveling And Vesting New
Places And Exploring Them
- A Keen Sportsman I Actively
Participate In Outdoor/Indoor
Games Such As Cricket Football
Chess And Table Tennis.

Experienced and passionate Business Analyst with over ten years of experience evaluating and improving business systems for well know organizations. Dedicated team leader with the ability to effectively manage and achieve project goals, leveraging my complex understanding of systems engineering concepts. Bringing forth a proven track record of effectively researching and analyzing business processes, and procedures, designing and implementing business solutions.

Certifications:

- Certified Scrum Product Owner (CSPO) from Spectrum Networks Solutions Pvt. Ltd in 2021
- Change Management Pro-degree, having the curriculums of Business Analysis, Agile and Scrum, Project Management from Imarticus Learning Institute in 2018; Accredited Training provider by IIBA Endorsed Education Provider, Recognized by Skill India and National Skill Development Corporation.
- User Acceptance Testing from Software Education in 2012

WORK EXPERIENCE

LearningMate
Solutions Pvt.
Limited
Feb 2021 - Present
Mumbai

SENIOR BUSINESS ANALYST

- Working on the E-learning Domain for Authoring and Preview of Primary, Secondary, and K12 education sector
- Working as lead with a team Size of 40 with different IT domain teams such Angular, PHP, Dot Net, and QA team across the global and regional to deliver IT solutions.
- To work with and oversee the team and ensure the responsibility for the Regional IT systems development and integration with Global & Regional IT applications platforms are met.
- Designed and implemented Special Education Student information system project through to successful delivery.
- Analyzing and transforming business requirements into functional and technical briefs for Product / Project implementation.
- Translating these business needs into BRD, use cases/user stories, process flows, data flows, UI specifications and wireframes, and other supporting requirement documentation to be utilized in an agile development environment.
- Planning, designing, executing and providing support for Enterprise systems, IT, Engineering, and Mobility solution projects.
- Collaborating with technology developers, UI developers, and testers to develop functional specifications and deliver the product.
- Able to interact at all levels, including C-level executives within the organization.
- Proven ability to manage fundamental stakeholder interests in an evolving and best-practice embracing culture while at the same time managing conflicting priorities and business interests.
- Assisting the team in day-to-day operations, UAT, and QA testing.

Perkin Elmer India
Pvt. Limited
Jan 2020 - Jul 2020
Mumbai

BUSINESS ANALYST

- Translate complex business requirements into specific solutions, applications, or processes ultimately culminating in customer acceptance of the results with a specific focus
- Ensure the effective use of existing IT business applications and maximum the benefit for business
- Monitor the applications implementation and their usage across the global and regional sector.
- To ensure a smooth transition of the post-implementation of IT systems to global support model and vendor support.
- Own the product post that goes live, and is responsible for future product iterations and roadmap.
- Complying with global guidelines from IT as well as from Business.
- Stays abreast of industry trends in business and technology like social media, mobile development, and cloud technology.
- Organize, plan, and execute technology projects from vision through Agile Methodology with past development experience and implementation, involving internal personnel, business partners, contractors, and service provider vendors
- Analyze project needs, determine resources needed to meet objectives/scope, estimate cost and manage project resources to deliver business outcomes with strong project management skills
- Implement software solutions either purchased from the shelf or developed from scratch with a software company.
- Understand business strategy and apply technology capabilities to business needs to increase revenue, avoid or reduce cost, or retain revenue
- Develop and manage the relationship between IT and business, which includes budgeting, planning, execution, and effective liaison with other Global IT support teams and efficient coordination with the business for the complete satisfaction of IT resources and services.
- Identify areas of improvement in business automation, or business processes and proactively suggest innovative solutions to business
- Acquire and maintain a clear understanding of the technologies utilized in Perkin Elmer's products, and services offerings
- Responsible for planning, coordinating, and conducting User Acceptance Testing and Sharing status reports regularly back to IT Head India.

SnapWork
Technologies Pvt.
Limited
Jan 2019 - Jan 2020
Mumbai

BUSINESS ANALYST

- Handling Projects for Kotak Mahindra Bank and Yes Bank in Retail and Corporate Mobile banking applications in an Agile environment utilizing a test-driven development approach.
- Managing a team of 30 and closely coordinating with Leadership while directly reporting to Service Delivery Manager and Co-founder.
- Handling Team's responsibility to oversee system development, rollout, future enhancements, and support for application systems working with internal parties and external vendors.
- Engaging in direct communication with clients and over daily calls and emails while handling end-to-end projects.
- Identified system Requirements & transferred test cases to the Development team for ensuring successful code resolution
- Convened individual & group meetings to formulate functional, business & technical requirements weekly.
- Designing & developing different types of Dashboards, Reports status, Defect management & Tracking progress using Excel and JIRA to keep a track of Project and Operations Management.
- Developed forecast models for newly launched as well as pipeline Projects/Modules based on Excel & Visio
- Documented potential issues and convened monthly client meetings to initiate resolution of the same.
- Responsible for planning, coordination, and conducting Testing (including all aspects like Black box, White Box, integration, regression, stress, and other forms of testing) for each release cycle
- Review and Preparing Requirement Documents, Functional Specification documents, Test cases, and User stories.

Merit Software Pvt.
Limited
Jan 2017 - Sep 2018
Mumbai

RESEARCH ANALYST

- Collecting the project-related data and then organizing & analyzing data for the UK clients.
- Conduct research and collect requirements from businesses using both systematic and intuitive secondary research techniques and industry-standard methods.
- Continuously monitor the market and provide insightful quantitative and strategic analysis through research reports.
- Undertake and provide quantitative market research measurements and forecast business strategies.
- Responsible for quality assurance of content produced for the business.
- Exhibit complete ownership of the tasks/projects assigned.
- Analyze the requirement findings, and draw inferences and conclusions for the business.
- Report the findings in the form of a structured report or a pre-defined framework.
- Ability to deliver projects on time and maintain high-quality standards of deliverables.
- Ability to perform Good organizational, time management, and project management skills for the Project or Task.
- Experience in operating and analyzing software, hardware, and data recovery methods

Scalearc
Mar 2014 - Oct 2016
Mumbai

TECHNICAL SUPPORT ENGINEER

- Indulging in User Acceptance Testing, System Testing, and Product support knowledge.
- Proven ability to work in a fast-paced environment as a Level 2 Support Engineer, and someone who exhibits strong technical support leadership.
- Able to handle multiple project and customer cases at once.
- Ability to provide strong analytical skills with attention to detail.
- Ability to provide outstanding communication skills, both verbal and written.
- Ability to troubleshoot and solve technical problems.
- Assisting with issues in production and working towards the resolution.
- Documentation and maintenance support diagnostic scripts and applications workflow.
- Requirement Gathering on the SQL protocol, as well as MySQL, MS SQL, and Oracle database technologies.
- Constructing product documentation, installation, and deployment guides and release notes.
- Engaging in technical training and professional services whenever needed.
- Working with Product Management on qualifying customer feature enhancement requests.

University of
Canterbury, New
Zealand
Apr. 2012 - Dec 2013
Christchurch

SYSTEMS SUPPORT CONSULTANT

- To assist the Systems Administrators of the established Human Resources/ Payroll, Student Management Systems, and Oracle Financial Ebusiness Suit and System applications to ensure processes are administered to meet the needs of the University, ensuring they are secure and accessible to the UC community.
- Assisting with requirements for Oracle Financial Modules or Oracle HCM: General Ledger, Accounts Receivables, Accounts Payable, Fixed Assets, Grants and Projects, Purchasing, Payroll, Performance Management, Learning Management, Self-Serve HR.
- Researching, analyzing, proposing, and delivering solutions that are appropriate for the business and technology strategies.
- Writing requirements and specifications for functional design documents, building case models, and preparing User Acceptance Test (UAT) cases and UAT scenarios for new and existing business processes.
- Indulging in acquiring leadership skills and guidance for the support teams.
- Assisted in with implementation or support of Oracle EBS 12.1.3 with multiple operating units.

EDS an Mphasis
company, India
Feb 2008 - Feb 2009
Mumbai

SERVICE DESK TECHNICIAN

- Worked as a contract agent for Sun microsystem process.
- Attending the inbound calls for sun employees for troubleshooting.
- Updating the user information to the servers and maintaining the database.
- Maintaining records of the installed software and hardware components and auditing user computers periodically to check the status of these components.
- Applying the security policies to the user systems as per set standards and ensuring effective implementation of the same.
- Monitoring the inbound and outbound network utility by the users and applying filters as guided by senior officials
- Documenting all the steps used for troubleshooting and generating the log report for the user.