

About:

6+ years of experience working as a Techno Functional Business Analyst/Product Manager/Product Owner in the IT (Information Technology) Industry.

Primary Skills:

- Techno Functional Business Analysis.
- Product Management.
- Project Management/Coordination.
- Client Management.
- Team Management.
- Decision Making.
- Reporting.
- Problem Solving.
- Market Research.
- Designing Solution.
- Documentation.
- Agile, RUP and Waterfall Methodologies.
- Agile Scrum Framework.
- SDLC (Software Development Life Cycle).
- PDLC (Product Development Life Cycle).
- Requirements Gathering/Elicitation and Analysis.
- Requirements Prioritization.
- JAD (Joint Application Development) Sessions.
- BRD (Business Requirement Document), FRD/FSD (Functional Specific Document), SRS (Software Requirement Specification) and Use Cases.
- Wireframes, Screen Mockups and Prototypes.
- UML (Unified Modeling Language) Diagrams.
- Product Vision and Product Roadmap.
- Product Backlog (Epics and User Stories).
- Acceptance Criteria.
- Sprint Life Cycle.
- Story Points and Sprint Velocity.
- Relative Estimation and Activity Breakdown.
- SMART and INVEST Criteria.
- User Story Splitting.
- As-is Business and To-be Business Process.
- BPMN (Business Process Modeling Notation).

- Scrum Ceremonies.
- Converting Idea to Product (Product Vision Board, Product Roadmap, Story Map, User Journey, MVP - Minimum Viable Product, Market Analysis, SWOT Analysis, Gap Analysis, User Persona and Competitor Analysis).
- Stakeholder Analysis and Managing Stakeholder Expectations.
- Test Management Activities through the Zephyr plugin.
- Test Cases, Manual Testing, Creating Defects/Bugs.
- UAT (User Acceptance Testing).
- Traceability Matrix.
- Fixed Scope Release Planning and Fixed Date Release Planning.
- Release Notes.
- Deployment and Release Management.
- Handling Change Requests.
- Handling Live/Production Issues.
- SQL (Structured Query Language).
- MySQL RDBMS.
- DQL (Data Query Language).
- Jira.
- Confluence.
- Balsamiq, MS Visio, Visual Paradigm, Ziplin and Figma.
- Web Designing.
- Data Analysis and Data Visualization.
- Advance Excel.
- Pivot Table, Pivot Chart and Dashboard.
- MS Office 365.
- Google Workspace.
- ATS/Ciepal.

Secondary Skills:

- Full Stack Web Development Fundamentals (HTML, CSS, Bootstrap, React Material UI, Javascript, JQuery, Node.js, Express.js, APIs, Github and SQL).
- Project Management Fundamentals (Project Phases, Objective, Estimation, Scope, Schedule, Budget, Risk, Issues, Quality, Resource Planning & Loading, Impact Analysis, Leadership, Communication and Delivery).
- Tableau.
- Postman.
- Axure RP.
- Azure DevOps Boards.

Professional Experience:

Mobikode Software Pvt. Ltd. (Client: Tenerity)

1.5 Years

Senior IT Business Analyst/Product Manager (Working in Cyber SME and NA Mod Account)

Jun 2023 – Oct 2024

Pune Area, MH, India

Responsibilities:

- Developing and implementing effective protection products for the Tenerity.
- In charge of creating identity & credit protection service and product initiatives that can increase company profitability, as well as building customer satisfaction and brand loyalty.
- Working closely with business and development teams to review enhancement requests for strategic value.
- Managing product roadmap updates, ensuring timely delivery, and providing business reasons for changes.
- Working closely with key internal partners, voice-of-customer (VOC) programs, and risk/legal stakeholders to understand the benefit of projects and enhancements.
- Demonstrating leadership by establishing and articulating a clear vision of success and how goals and objectives will be achieved.
- Driving core business functions and improvements by translating roadmap items into feature level items.
- Creating, maintaining, prioritizing, and sequencing the product backlog based on business value or ROI (return on investment), dependency, urgency and opportunity enablement.
- Preparing monthly and quarterly business reviews to highlight findings and recommendations to senior management.
- Working on multiple projects at once and prioritizing delivery based on key objectives.
- Thinking/acting strategically, while delivering tactically with a keen focus on details.
- Responsible for gathering requirements from the business team and market stakeholders.
- Organizing & leading requirement gathering (elicitation) meetings using techniques like interviews, workshop, brainstorming, observation and document analysis.
- Analysis of the requirements, competitive analysis and conducting gap analysis (As-Is & To-Be analysis) and suggesting fit for business solutions.
- Documenting business requirements and analyzing procedures to align with changing business needs.
- Continuously reviewing, ranking and editing the product backlog and prioritizing requirements.
- Delivering requirement documents like BRD\FRD\SRS\use cases\process flow\change requests\traceability matrix\story map\MVP\mind maps.
- Facilitating agile scrum framework - sprint planning, backlog grooming, daily scrums, sprint demo/reviews, sprint retrospectives and UAT.
- Prioritizing Requirements using MoSCoW and business value methods.
- Verification\validation of requirements to ensure they deliver business value by conducting various reviews and workshops with clients.
- Collaborating closely with stakeholders and business owners to maintain optimum levels of communication to effectively and efficiently complete projects.
- Helping testers in creating test cases and performing quality assurance (functional testing) and UAT (user acceptance testing) facilitating on-time, and acclaimed "go-live" of the application.
- Communicating client's business requirements by constructing easy to understand data and process models.
- Creating the UML (unified modeling language) diagrams in visual paradigm to specify, visualize, design and document the system.
- Designing wireframes & prototyping for technically and functionally feasible solutions, based on product standards.
- Collaborating with the UI/UX team on feature ideas, styles and prototypes to bring potential.
- Writing SQL queries to fetch the data from MySQL database.
- Acting as the center point of contact for all project activities liaising with project/delivery managers.
- Creating epics, user stories and business cases for solution comprehension in Jira.

- Creating and managing technical documentation, collaborating and sharing resources with the team in confluence.
- Creating adyen APIs integration document and assisting in testing and validation of APIs through postman to ensure alignment with business requirements.
- Producing and distributing release notes alongside the launch of a new software product or a product update to keep all the stakeholders informed about the recent changes, feature enhancements or bug fixes in the product.
- Consulting and providing guidance with best process, project scheduling, resource availability for successful solutions.
- Managing change control and handling the change requests in an agile scrum approach.
- Handling the live/production Issues and resolving them under the TAT.

Nityo Infotech Services Pvt. Ltd. (End Client: ICICI Bank)

1.5 Years

IT Business Analyst/Application Owner (Worked in CBIB and DIY Account)

Jan 2022 – May 2023

Mumbai Area, MH, India

Responsibilities:

- Leading the design, development and launch of innovative banking features for ICICI Bank to ensure robust banking solutions for customers.
- Evaluating the functionality of the product by designing streamlined processes, optimizing systems, and assessing the business model for seamless integration with advanced technology.
- Conducting thorough analysis of current business processes to identify areas for improvement and optimization.
- Conducting requirement elicitation sessions to capture business needs and performed gap analysis to recommend optimal solutions.
- Assessing the current state, identify customer requirements, and define the future state and business solution.
- Researching, gathering, and synthesizing information to contribute to the success of the organization.
- Preparing detailed documentation such as business requirement documents (BRD), functional requirement documents (FRD), system requirement specifications (SRS), use case, and activity diagrams ensuring all stated and unstated customer needs are captured.
- Prioritizing tasks and requirements using methods like MoSCoW and WSJF to balance business value, urgency, risk reduction and development effort.
- Deploying and facilitating new change requests to cater to customer needs and requirements.
- Maintaining requirements and other project artefacts such as re-prioritizing task, resource reallocation, scope adjustment, schedule, cost, risks, issues logs, defects and milestones.
- Monitoring industry trends, emerging technologies, and regulatory requirements in content management systems, incorporating insights into solution recommendations and process improvements.
- Working in agile scrum environments, participating in sprints, and collaborating with cross-functional teams.
- Facilitating scrum ceremonies, including sprint planning, backlog refinement, daily stand-ups, sprint planning, sprint review, sprint retrospectives, daily stand-ups, backlog refinement and UAT, to ensure seamless product delivery.
- Ensuring project timelines, deliverables, and goals are met with high levels of quality.
- Helping the testing team to ensure that test cases are aligned with user acceptance criteria and ensure the delivered product is fit for production/UAT use.
- Assisted in the creation and review of test cases, performed functional testing, and coordinated UAT to validate application readiness before deployment.
- Documenting functional, non-functional, user interface and transition requirements in user stories.
- Rapidly developing and iterating wireframes and mockups in balsamiq, ziplin and figma to meet business needs.

- Collaborating with UI/UX teams to create user-friendly, visually appealing, responsive and intuitive designs.
- Collaborating closely with the product owners to elaborate epics and user stories.
- Closely collaborating with developers and UI/UX Team to make use of the vision and each user story is understood clearly.
- Developing UML diagrams using visual paradigm to conceptualize, illustrate, design, and document system processes and functionalities.
- Maintaining and updating product backlogs, creating epics and user stories in jira, and utilizing confluence to share resources and documentation with stakeholders.
- Drafting and sharing release notes to inform stakeholders of product updates, enhancements, and bug fixes.
- Utilizing SQL queries to extract and analyze data from MySQL databases to support decision-making and resolve production issues.
- Acting as the primary point of contact for project activities, coordinating with project and delivery managers to align timelines and resources.
- Monitoring and resolving live/production issues within agreed turnaround times (TAT).
- Handling change management by analyzing change requests and incorporating updates in alignment with agile scrum practices.
- Assisting in user acceptance testing (UAT) and post-implementation reviews and improvements.

K-Tek Resourcing LLC

3.5 Years

IT Business Analyst/Manager (Worked in Infra Solutions and ERS Account)

Jun 2018 – Dec 2021

Indore Area, MP, India

Responsibilities:

- Creating a detailed business analysis, outlining problems, opportunities, and solutions for a business, planning, and monitoring, gap analysis, pricing, and reporting.
- Instrumental in bridging the gap between IT and the business using data to assess processes, determine requirements, write detailed specifications and manage the expectation of stakeholders.
- Evaluating the ATS system to identify opportunities for improvement. This involves analyzing the user feedback, monitoring system performance, and identifying areas where the system can be enhanced to better meet business needs.
- Drive fresh initiatives for TA planning and business intelligence systems.
- Assist in the defining product scope and objectives, involving all relevant stakeholders and ensuring technical feasibility.
- Responsible for the design, implementation and support of talent acquisition (TA) business information systems across multiple departments.
- Identifying problems and opportunities within a TA organization and ultimately providing solutions that help achieve the business goals.
- Defining and documenting business requirements , functional & non functional requirements and reporting them back to the business team.
- Developing new models that underpin sound business decisions.
- Requirement elicitation and analysis workshops with clients to define business, process, functional and data element requirements.

- Creating BRD (business requirement document) and FSD (functional specific document).
- Responsible for the smooth execution of the entire SDLC (software development life cycle).
- Managing agile scrum project schedules, defining statements of work, analyzing and managing - change control and change requests.
- Monitoring, and evaluating product progress at each stage of the process in Jira.
- Analyzing complex functionality & breaking them into epics and user stories .
- Product sprint planning, documentation & coordination with internal teams for timely delivery.
- Executing MySQL database queries and business processes against sensitive data to support customer needs using SQL.
- Designing wireframes & prototyping for technically and functionally feasible solutions, based on product standards in lucidchart, axure rp and ms visio.
- Translating business requirements and user expectations into detailed specifications employing UML diagrams using ms visio and visual paradigm.
- Handling test management activities through the zephyr plugin.
- Managing the product backlog - clearly expressing product backlog items and ordering the items in the product backlog to best achieve goals and missions.
- Troubleshooting software and implementation issues, and providing workaround and functional implementation guidance.
- Hands-on in google workspace, wpf, and ms office - excel, word, Visio, powerpoint, forms, whiteboards, onedrive, teams, servicenow and outlook etc.

Education:

Indore Institute of Science & Technology, Pithampur Road, Rau Indore

Bachelor of Engineering, ME

2014 – 2018

Professional Certificates:

- Business Analysis Certificate.
- Project Management Certificate.
- Web Development Certificate.

Other Professional Skill-Set:

- Complete ms office + software formatting windows.
- Basic assembling and troubleshooting of personal computer hardware and software.
- Social media platforms.
- Interviewing.
- Technical support, internet, e-mails.

I hereby declare that the information given above is true to the best of my knowledge & belief.

Harsh Verma