Hansa **Sahu**

BUSINESS ANALYST · PROGRAM ANALYST

☐ (+91) 99-7728-3528 | ✉ hansasahu12@gmail.com | 🔗 https://www.linkedin.com/feed/

Objective

To get associated with a company where I can creatively utilize and enhance my skills and knowledge to attain goals of organization as well as mine which in turns contibute my homage to my nation.

Education

LNCT(Lakshmi Narayan University of Technology)   *Bhopal, Madhya Pradesh*

B.E. IN ELECTRONIC AND COMMUNICATION ENGINEERING   *July. 2016 - Aug. 2020*

- 8.05CGPA

Skills

- SQL, Excel, Power Point and data analytics tools(Tablue).
- Agile methology(Preparation / Review of daily, weekly status updates.)
- Jira/CSM(Certidfied Scrum Master).
- Web Api
- Software development cycle
- Programming language (dotnet)

Work Experience

Cognizant Technology Solutions

PROGRAM ANALYST || PROGRAM ANALYST TRAINEE || INTERNSHIP   *November 2019 - Present*

- Monitor existing metrics as well as develop and propose new metrics, working with a variety of business stakeholders..
- Participated in the development of systems during various stages of the software development life cycle and agile methodologies.
- Documents requirements including customer journey, features, user stories, cross-team dependencies, integration features, outlining what is in and out of scope and determines objectives, dependencies, resources, timelines, metrics, costs and risks associated with the proposed plans and initiatives.
- Experience in writing test cases and scenarios based on the specifications.
- Knowledge of quality processes and estimation techniques.
- Drive daily scrum call(Planning, executing, monitoring and controlling, testing, timeline, scheduling stakeholder engagement.)
- KPI/Metrics related work, process improvements, capturing data and suggest improvements in processes, suggest automation to improve efficiencies of processes/workflows.

Projects

Cognizant

'ADD SUBSCRIBERS' || 'BATCH FILE ON THE APPLICATION FOLDERS' AUTOMATION FOR CLIENT.

- Reduce number of incidents that customer have for adding subscribers by documenting user requirements, looping with development team and other related team members, providing the test scenario to QA team, furthermore did validation, involving stakeholder feedback for optimum utilization of feature.
- Maintain Query/Issue trackers and systematic improvement plans(customer has issue related over consumption of space via files which were getting obsolete with the passage of time, therefore to mitigate this problem I provided the solution of batch file formation which then deleted after formed as zip file.)

Cognizant

MPLEMENTED APPLICATION HEALTH STATUS NOTIFICATION FOR SUPPORT TEAM

- Ensure that users do have to manually monitor the flow of the application which is why we come up the solution of automating the critical features that is the system will provide the health status notification when encounter any glitch in the application. During this phase I get the involvement of large domain of team from developer, database, windows team to QA team and so on and propose the scenario with sets of requirement which is viable to meet the client needs and effectively produce a working feature.

Cognizant

DOCUMENTED REPORTS REQUIREMENT IN APPLICATION BY STAKEHOLDER

- Documented all business process and operating procedure from scratch.
- Researched and presented to stakeholders, obtaining approvals for requirements and changes.
- Interchanged between IT and business contacts to manage project lifecycle, and ensured team achieved 96(percentage) of deadlines by communicating realistic expectations