

Kumar Smit

+91-7743902725 | kumarsmit90@gmail.com | [linkedin.com/kumar-smit/](https://www.linkedin.com/in/kumar-smit/)

PROFESSIONAL SUMMARY

Results-driven Business Consultant with 8 years 3 months of corporate experience, specializing in business analysis, stakeholder management, and data-driven solutions. Proven track record of delivering value through strategic planning, process optimization, and digital transformation projects. Expertise in linking technical solutions with business strategies, translating complex requirements, and fostering client trust. Certified in project management and agile methodologies.

SKILLS

| Business Consulting | Technical Skills | Project Management | Tools | Soft Skills |
|-----------------------------|--------------------------|-----------------------|--------------------|--|
| - Business Analysis | - Requirements Gathering | - Project Planning | - Microsoft Office | - Communication (verbal & written) |
| - Strategic Planning | - Requirements Analysis | - Project Execution | - MS Excel | - Problem-Solving |
| - Stakeholder Management | - Systems Integration | - Risk Management | - MS Word | - Critical Thinking |
| - Data Analysis | | - Resource Allocation | - PowerPoint | - Client Relationship Management (CRM) |
| - Business Process Modeling | | - Leadership | - SharePoint | |
| | | - Scrum | - Visio | |

ERP: Oracle EBS (PO, OM, INV)

Methodology: Agile Software Development Life Cycle (SDLC)

WORK EXPERIENCE

Infosys Ltd.

Pune (Aug 2020 – Present)

Consultant

July 2022 - Present

- Led stakeholder collaboration and facilitated workshops to gather functional requirements, ensuring alignment with business objectives and strategic goals, resulting in a 20% increase in customer satisfaction (CSAT) score.
- Collaborated with Strategic Business Managers to drive strategic planning, organizational, operational, and technological decisions. Led cross-functional projects, ensuring alignment with business goals and delivering solutions for process improvement, agile transformation, and digital automation.
- Managed the business analysis approach for multiple projects, ensuring precise capture of business problems, value drivers, and functional/non-functional requirements, resulting in streamlined project lifecycles.
- Facilitated client interactions independently, utilizing strong verbal and written communication skills. Successfully linked technical solutions with business strategies, aligning projects with client objectives and industry best practices.
- Elicited requirements from diverse stakeholder groups, capturing business problems, value drivers, and functional/non-functional requirements. Translated requirements into functionality, assessed risks, and owned end-to-end Software Development Life Cycle (SLDC) documentation.
- Acted as a liaison between clients, end-users, programmers, and test analysts to analyze, design, configure, test, and maintain systems, ensuring optimal operational performance.
- Translated business problems into functional/non-functional requirements, ensuring seamless communication between stakeholders and development teams.
- Created comprehensive requirement documentation, ensuring version control and stakeholder signoff.
- Experienced in offshore project management and managed team of 7+ resources to deliver a custom software solution, achieving a 90% productivity increase and a 10% reduction in manual errors.
- Experienced in coordinating of cross functional teams, creating in Project plan, defining milestones and timelines, reviewing plan with the team.
- Supervised and assisted the team on project execution and delivery, ensuring adherence to client expectations.
- Improved project delivery timelines by 5% through enhanced alignment and clarity of expectations using project charter, review meetings, and stage gate documents.
- Mentored Business Analysts in an agile methodology, guiding them in translating Product Roadmap features into Solution Design, User Acceptance Criteria, and User Stories.

Senior Associate Consultant

Aug 2020 – July 2022

- Gathered and analyzed functional requirements, translating them into technical specifications for development support.
- Led end-to-end requirement traceability, interfaced with cross-skilled IT teams to deliver client solutions, and played a pivotal role in system design.

- Skillfully elicited requirements from various stakeholder groups, translating business problems into functional/non-functional specifications.
- Supported coordination in testing, deployment, and project transitions, ensuring timely deliverables.
- Facilitated collaboration between technical teams and business partners, connecting technical solutions to overarching business goals.
- Streamlined coordination and implemented efficient processes for test environment setup, leading to a 15% reduction in User Acceptance Testing (UAT) cycle time.
- Led diverse projects encompassing process improvement, digital automation, software implementation, and advisory services.
- Managed project teams, providing guidance to junior resources and fostering a collaborative environment.
- Played a key role in project planning, estimation, and successful execution, actively engaging in client meetings to understand requirements and provide valuable insights.
- Created acceptance criteria, validated solutions, and presented compelling business cases to secure funding and approval. Managed project and resource planning, prototype design, and effort estimation for product development.
- Maintained traceability of requirements throughout the project lifecycle, from initial needs to final solution.

Wipro PARI

Controls Design Engineer (Product Owner)

Pune
June 2013 - July 2018

- Proficient in project management methodologies, including project charter, design approval process, and tracking project activities.
- Successfully led and assigned tasks to team members, optimizing team productivity, and achieving project goals.
- Implemented operational processes, defining roles, objectives, strategies, and goals, resulting in improved service delivery to existing clients.
- Proactively identified and resolved project impediments, ensuring smooth progress and on-time project completion.
- Managed cross-functional teams, optimizing productivity and achieving project goals. Led operational process implementation and improved client service delivery.
- Experience in requirement management lifecycle and shaping deliverable MVP or product features.
- Resolved project impediments, managed installations, and strengthened customer relationships, enhancing overall satisfaction.
- Managed site inspection, installation, and post-sales support, strengthening customer relationships and enhancing overall customer satisfaction.

EDUCATION

| | |
|--|----------------|
| KJ Somaiya Institute of Management | Mumbai |
| Post Graduate Diploma Management (PGDM) - Marketing Communications 2018-2020 | |
| JIS College of Engineering | Kalyani |
| Bachelor of Technology - Electronics and Instrumentation 2009-2013 | |

CERTIFICATIONS

- Google Project Management: Professional Certificate, 2023
- Agile with Atlassian JIRA, 2023
- Infosys Certified Agile Methodologies
- Infosys Certified Oracle EBS R12 Order Management Consultant
- Infosys Certified Oracle EBS Order Management Consultant
- Infosys Certified Oracle EBS Distributions Associate Consultant