

**Bindumathi Shivaraj**

Bangalore, India

+91 9663326545

bindumathi.bindu@gmail.com

https://www.linkedin.com/in/bindumathi-shivaraja-5984b232/

*Lead Business Analyst / Sr. Business Consultant*

**About Me:** A goal-driven and dynamic Professional, with CBAP & SAFe Agilist certification and pursuing a Management (MBA) qualification, offering over 14 years of insightful experience, including 6+ years as a Lead Business Analyst, in functions like Project Analysis, Stakeholder Coordination, Requirement Analysis, Roadmap Creation, Gap Analysis and Team Management for Banking, Telecom and Insurance domains.

**Target:** Looking for a leadership challenge as a **LEAD BUSINESS ANALYST / SR. BUSINESS CONSULTANT** to drive IT initiatives for Business Analysis with a values-driven global organisation of repute, to meet organisational objectives

Leadership Strengths

* Currently engaged as Lead Business Analyst with CGI Group (I) Pvt. Ltd., Bangalore, India, since Apr 2011. Starting as a Test Engineer (Apr 2011), progressing as Senior Business Analyst/Consultant (Dec 2015) and finally to the reported designation (Dec 2019), engaged in requirement gathering, development and maintaining accurate documentation.
* A reliable & dependable Software Test/QA Professional, seeking a change in career role to direct project management duties, with acknowledged expertise in streamlining processes and collaborating to deliver high-quality solutions on time & within budget, thus adapting the functions of the entire project life cycle, including project scoping and administration, while being committed to continuous improvement through the use of current technologies.
* An analytical Business Analyst, interacting regularly with stakeholders & users as well as taking-up Study of existing environment (AS-IS), analysing Business Models, conducting business requirements, documenting specifications (technical/functional), creating the Data & Process Flows along with Interface Design, presenting Proof of Concept for approval of Solution Design from Users and providing Solution Development support.
* A proactive Program/Project Delivery Specialist, using Agile & Waterfall Methodologies as well as skilled in all functions of the Project Life Cycle, from Initiation, Project scoping/scheduling/estimation, Execution planning, Quality monitoring, Budgeting, Risk mitigation, Resource utilization, Procurement, monitoring progress till the final delivery, complying with agreed timelines, cost and quality.
* An innovative Solution Development Specialist with expertise in Software Development Lifecycle (SDLC), right from requirement analysis, documentation (functional specifications/technical design), design/architecture, development, testing and implementation to providing production support of the created applications.
* An effective Support Service Delivery leader, coordinating with stakeholders & end-users to provide Support Service delivery, ensuring identification & resolution of Incidences/Problems/Issues to the satisfaction of all concerned.
* A creative IT Professional producing inventive & elegant solutions that offer a smarter way forward and always operates with a sense of urgency & discipline.
* Strong skills in engaging & developing relationships with business stakeholders, understanding their requirements and earning their trust.
* An Innovative & Analytical People Manager driving cross-functional teams to achieve business objectives and having innate skills in recruiting, leading, training, monitoring high-performing/multi-cultural teams, delegation, issue/conflict resolution, client interaction, motivation and mentoring.
* A cohesive member of the team with an analytical/problem-solving attitude & capabilities in innovation, negotiation, planning, interpersonal relationships, communication, decision-making, organisational and management skills.
* **Accomplishments:**  Toastmasters (involved since 2021, Office Bearers), Member of Corporate Social Responsibility (CSR) Team in CGI Group

Excellence Sphere

* Analytical Business Analysis expert
* Create & enforce Strategic Planning
* Interaction with Stakeholder/User
* Gather and Analyze Requirements
* Document Functional Specification
* Provide Functional Consultancy
* Global Delivery Management
* Execute Program/Project Delivery
* Project Life Cycle functions
* Scoping/Estimation/Planning
* Risk & Compliance Management
* Resource Allotment/Management
* Development life cycle (SDLC)
* BA document preparation
* Create Solution Architecture
* Develop/Test/Integrate/Implement
* Provide Production Support
* Software Quality Assurance expert
* Create Functional Test Cases
* Testing, Troubleshooting & Repair
* User Acceptance Testing (UAT)
* Release & Change Management
* Global Support Service Delivery
* Troubleshooting & Debugging
* Resolve Incident/Problem/Issue
* Regulate Cost/Budget/Expense
* Monitor/Improve Performance
* Adopt Agile Methodologies
* Meet Stakeholder Expectations
* Client Relation Management
* Vendor Contract Management
* Analytical/Problem Solving
* Team Leadership & Direction

Technical Skills

* Operating System: Windows
* Cloud Platform: MS Azure
* Languages: Java, SQL
* Databases: MS SQL server 2019, PostgreSQL
* Frameworks: MS.NET Core 3.1, Spring Boot
* Design Tool: MS Visio
* Other Tools: Lucid Chart, Figma, JIRA, Git, Quality Centre, Node JS, React Native, Micro Services
* Utility: MS Office (Excel)

Professional Experience

CGI logo**Lead Business Analyst**

CGI Group (I) Pvt. Ltd., Bangalore, India (Apr 2011 onwards)

**Achievements:**

* Received Gold Award-2022 for the successful mainstream release
* Recipient of Bronze Award-2020 for the successful Batch Filed Utility release
* Recognised by CSR group for exceptional contribution to an NGO
* Won client appreciation from a few customers for the contribution to make their work easy and take quick decision
* Appreciated by the team for mentoring the team members to be part of the Toastmasters club

**Role Steps:**

Test Engineer (Apr 2011)

Senior Business Analyst/Consultant (Dec 2015)

Lead Business Analyst (Dec 2019)

**Key Profile (Dec2019 onwards):**

* Reporting to the Manager-Consulting Delivery and supervising 2 resources, to conduct Business Analysis.
* Leading activities like requirement gathering, development/maintenance of accurate documentation and creating design diagrams using MS Visio.
* Presenting the above diagrams to the management, enabling them to understand client needs.
* Enabling the clients to assess multiple options, based on the critical thinking ability, so that they could choose the proper solution.
* Driving gathering & finalizing of business requirements to translate the same into solution requirements of the development cycle.
* Performing a significant role in overall Systems Development, by guiding the Development team on the functional & business aspects of the System.
* Prior to the product development phase, creating product mock-ups for clients ensuring the quality of the product and thus client satisfaction.
* Undertaking the study of the purpose for prioritizing & organizing the stories to create a proper and complete description of the solution
* Arranging the use of data-driven insights derived from the data analysis process for understanding, interpreting and predicting patterns in the business.
* Providing superior service to clients to create & maintain relationships with them, for future business opportunities.
* Preparing business models to support clients with business analysis, documentation and data modelling.

**Key Profile (Dec 2015 to Nov 2019):**

* During this segment of engagement provided solutions & services to a client (Computer Assisted Collection System-CACS) from the Banking/Finance domains.
* Created detailed requirement documents, by converting high-level deliverables into the same for the banking environment.
* Provided expert advice/guidance to the project manager, team & other stakeholders to create the solution design, during project execution.
* Arranged for detailed evaluation & verification of the system capabilities to mediate between end-users and software developers.
* Undertook in-depth impact assessment of the existing business processes on users & stakeholders to identify the potential areas for improvement.
* Coordinated with the Cross-Functional team for the testing of new system enhancements.
* Created Use Cases to support BRD for the expansion of Business Scenarios.
* Drove gathering, finalising, documenting and tracking information in order to provide As-Is & To Be models, using Lucid Chart.
* Developed the design of the User Interface (UI), using the Figma tool, enabling the Stakeholders to visualize the application.

**Key Profile (Apr 2011 to Dec 2015):**

* Started this engagement as Test Engineer to conduct Integration & System Tests and support User Acceptance Testing (UAT).
* Performed Test-Driven development, Functional integration and Regression testing to determine the effectiveness of the Application.



**Software Test Engineer**

Datacore Technologies Pvt. Ltd., Bangalore, India (Dec 2010 to Apr 2011)

**Achievement:**

* Recognised in the team as a quick learner in the Banking domain and was appreciated by the Business Unit

**Key Profile:**

* Reported to the Quality Test Manager and led a team of 10 resources to provide QA services to Logica Pvt. Ltd., being deputed to the client dedicatedly.
* Drove the offshore QC team to prepare the Test Plan, create test cases and analyzed the same to determine which needed Automation.
* Conducted the Weekly Status meeting with the Clients to inform them about the testing process.
* Engaged in the Project Closure Meeting for analysis of the Project status and determine the drawbacks in the process followed.
* Arranged to gather & understand the business requirements to undertake proper defect validation and follow-up.

Previous Engagements

**Test Engineer**, Mahindra Satyam Ltd., Bangalore, India (Aug 2008 to Apr 2009)

**Associate, QA Level 2**, Sapient Corporation Limited, Bangalore, India (Jun 2007 to Jun 2008)

Education

* **M.B.A. (Finance & Accounting)**, from Amity University, India (Pursuing)
* **M.Sc. (Information Technology)**, from Aditya Institute of Management & Information Technology, KSOU, Mysore, India (2007)
* **B.Sc. (Computer Science)**, from JSS Women’s College, Mysore University, India (2001)

Certifications

* **Certified SAFe 5 Product Owner/Product Manager (POPM), from Scaled Agile Inc., 2023**
* **Certified SAFe® 5 Practitioner, from Scaled Agile Inc.**
* **Certified RbPc Professional, from Ratabase University**
* **Certified Business Analysis Professional (CBAP) from Simplilearn**

Personal Details

**DOB:** 09 Aug 1980

**Nationality:** Indian

**Languages known:** English, Kannada , Hindi, Tulu

**Address:** 224, 5th Main, 5th Cross, Chennammanakere Achukattu, Banashankari 3rd Stage, Bangalore 560085, India

***Please refer to Annexure for Project Details***