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| |  | | --- | | **BACKGROUND** | | Lead business analyst with overall experience of 11 years with progressive experience analysing business needs. Passionate by process streamlining and keeping business intelligence up to date and relevant to organization’s needs. Motivated to join a group of seasoned business analysts and cross-functional team-mates at professional technology integration.  EXPERIENCE  SNAPSHOT  Personal info:  Phone  7550118965  E-mail  sangeethab90@gmail.com  **KEY SKILLs:**   * Ui PATH * JIRA * SQL * Service now * Product writer * XRTE   **DOMAIN Expertise:**   * Insurance * Manufacturing * Order to Cash * Supply Chain Management * Customer Relationship Management * Enterprise Performance Management   TECHNICAL SPECIALIZATIONS:     * Uipath * Power BI * ServiceNow * Blue Prism * SQL * TFS   ACCOmPLISHMENTS     * Key Contributor Award for continuous contribution during COVID. * Bronze award for Kaizen ideas contribution and implementation. * Received client appreciation on dealing with unforeseen complications.   Driving brain storming sessions for gathering automation ideas. Hands on experience on automation of business processes. A highly motivated individual with a desire to further enhance my functional & technical ability to provide excellent services. | | EXPERIENCE | | **SKILLS:**   * Experience in Agile/scrum software development environment. * Client Management – Managed 10+ key clients to support through end-to-end business requirement for SDLC. * Strategic and forecasting planning. * Good French understanding skill (Verbal and Written). * Strong presentation, verbal, and written communications skills. * Ensuring highest quality deliverables. * Expertise on automation tools – UiPath and Blue Prism.   CGI:  **Lead Business Analyst & Scrum Master**  **(Jan 2018 to Till Date)**   * Synthesized current business intelligence data to produce reports and polished presentations, highlighting findings and recommending changes. * Conducted interviews with key business users to collect information on business processes and requirements and document in form of BRD and FRD. * Involved in sprint planning, daily scrum, sprint review and retrospective meeting. * Worked on User story creation, Use cases and refinement process for the application build using JIRA. * Lead User story reviews and ensure user stories meet the business objectives. * Executed the role of team lead, involved in testing end to end functionality of the product. * Built reusable knowledge base assets, data management system and updating functional documents. * Created Environment setup plan, Migration document, checklist and update requirements traceability matrix. * Create impact analysis document, Gap analysis to understand the impact on the existing functionality as required. * Involved in providing solution for complex user change requests and queries and handled Service Desk calls using TFS tool. * Planned testing strategy, created, and signed off test-script, executed User Acceptance Test using JIRA. * Participated in technical and functional design sharing sessions. * Reviewing of Specification from Client and sending the necessary observations to the Client. * Empower the team to make system and process improvements captured in sprint retrospective meetings. * Mentoring, coaching and providing feedback to team members to improve service level. * Identify and drive continuous improvement initiatives.   **L3 Support Analyst:**  **(May 2013 to Dec 2017)**   * Created and modified SQL scripts for data retrieval and updating. * Working with PO, BA’s and SMEs to ensure that new and existing data models and databases are consistent with approved data architecture standards. * Involved in the continuous enhancements and fixing of errors in batch jobs and application functionality. * End-to-End analysis on the batch plan to address the root cause of the failed batch plans on the application. * Working with complex functional issues on critical applications, providing end-to-end solutions and implementation procedures. * SME for the critical order application and perform health check of the applications. * Knowledge on the business processes from ordering system till invoicing and their integration with other applications like inventory and stock reservation and availability & warehouse management systems. * Perform production support activities, including service management, incident management evaluating errors and implementing solutions using ServiceNow. * Experience on working at Onsite for Michelin France for the activity transition of applications to Offshore. * Developed dashboards to Perform data collection, analysis, and validation with alerts and timed reports metrics for all stakeholders. * Developed automated processes for daily health check of applications and business processes using Blue Prism and UiPath RPA tool. * Worked closely with stakeholders and business leaders to demonstrate the highest levels of customer service, communication and productivity.   **Remedy Developer:**  **(July 2012 to April 2013)**   * Worked in designing applications to create forms using the Remedy tool. * Have knowledge on the BMC Remedy process flow and ITIL process flow.   Other experience  Technical Experience   |  |  |  | | --- | --- | --- | | **SKILL** | **NUMBER OF YEARS** | **SKILL LEVEL\*** | | Technical skills | | Database- SQL | 8 | 4 | | Ui Path | 2 | 4 | | Blue Prism | 2 | 3 | | BMC Remedy | 1 | 2 | |  |  |  | | Industry knowledge | | Insurance | 5 | 4 | | Manufacturing | 6 | 4 | | Order to Cash | 6 | 4 | | Supply Chain | 6 | 4 | | Other relevant skills | | Automation – Uipath & Blue Prism | 2 | 3 | |  |  |  | | | \* 1 = basic, 2 = familiar, 3 = **competent**, 4 = expert  EDUCATION  **(2008 to 2012) : Bachelor of Engineering (Electronics and Communication Engineering)** | |  |