## Rameshwari Chavan

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**OBJECTIVE:** Business Analyst with 6.6 years of experience. My new objective is to find a Business Analyst position in an environment that promotes detail-oriented, business analysis, excellent problem-solving, multi-tasking, leadership and communication skills. Be involved in resolving business challenges by assimilating & analyzing the business scenario and resolving the problem to achieve business success.

# PROFILE SUMMARY:

* Total 6.6 years of experience as a Business Analyst with expertise in business analysis, business requirements in the field of Telecom & eCommerce domain.
* Interacted with Stakeholders/Business for requirement gathering including Product owner.
* Worked in OSS( Operation Support System)& have knowledge in BSS(Business Support System) as well in Telecom domain.
* Translated the business requirement into clear and detailed specifications including Business Requirement Documents, Functional Specification, Use cases, Interface designs with respect to systems.
* Experience in SDLC Methodologies like Agile and Scrum and related terminology such as Daily Scrum, Product Backlog, Release PDT Call, Scrum Master, Sprint Planning Meeting, Sprint Review, Taskboard, To-do and Work in Process Charts.
* Expertise with Agile & waterfall methodology
* Supported the development, systems testing and UAT-acts as the owner of requirements, ensuring developers build what is required. Ensuring that the testers understand the requirement, ensuring system testers know all cases that they need to test.
* Performed gap analysis by analysing the existing manual processing (AS-IS) and the proposed automated system (TO-BE) and wrote requirement to fill in the gap.
* Maintain regular interaction with Business and participate in Mock conversions/Production deployment.
* Provide end-user training once the solution is implemented.
* Created application Prototypes and screen mock-ups
* Good understanding of ITIL and ITSM.

# WORK EXPERIENCE:

**Company** : Capgemini Technology Services India Limited

**Project :** McDAE\_Accounts( McDonald’s)

**Tenure** : April 2021 till Present.

**Designation** : Business Analyst.

## Job responsibilities: -

* Working as a Business technical analyst, analyzed user requirements, performed impact analysis and generated system requirements documents in McD Accounts project.
* Working directly with Product owner & Stakeholder of North America to elicit requirements & their feedback on McD Accounts part.

## Created user stories with relevant acceptance criteria in JIRA tool.

## Prepared documentation ( soln page) by using the confluence as a part of BRD.

## Followed Agile process & taken care product backlogs.

## Also handled the production issues & created tickets for those.

* Assisting DBA team, to produce right DB changes, and stored procedures in right time in right manner.

## Supported Testing team by having test case review calls(UAT) to fulfill the defined acceptance criteria for user stories.

## Investigated and analysed problems, including the use of change impact analysis on all systems and business areas, in order to recommend appropriate solutions

## Investigated, troubleshooted issues with developers & testers

## Knowledge of New Relic Dashboard, Scrum & Kanban board.

## Knowledge of Swagger Hub tool.

# WORK EXPERIENCE:

**Company** : Virtusa Pvt Ltd Pune

**Project :** British Telecom (NG\_WFMT)

**Tenure** : July 2018 till April 2021.

**Designation** : Business Analyst.

## Job responsibilities: -

* Worked as a Business analyst (Solution designer) and was responsible for handling various activities of the project like requirement gathering, analyzing and documenting the gathered requirement, analyzing the issue.
* Experienced in Interviewing all relevant stakeholders/ business (UK’s client) for requirement gathering and specifications.
* As a Solution designer, documented the design, designed the web services between two component systems according to the requirement provided by Business, designed the flow for the interactions between the systems.
* Performed Gap Analysis to check the compatibility of the existing system infrastructure with the new business requirements.
* Worked on various manual process to make it automated process to provide the results more accurately.
* Worked with the architect, developers on business and technical issues, helping in designing of the system; and testers to ensure all requirements are correctly translated.
* Clarified issues with developers during efforts to validate designs and functional specifications.
* Performed quality assurance, system integration and user acceptance testing facilitating on time and implemented design for site which used by thousands of global users of BT.
* Provided the technical consultancy for large multinational users & business partners.
* Created systems models, specifications, diagrams, and charts to provide direction to developers.
* Worked on NGWFMT & Dev Portal system.
* Worked with product owners to prioritize and maintain a product roadmap according to business value.
* Raised & resolved implementation issues with other designers.
* Support testing teams in translating requirements and use cases into test conditions and expected results for product, performance, user acceptance, and operational acceptance testing; participate in the testing of developed systems/solutions. Used to create RTM (requirement Traceability Matrix ) document for testing
* Worked as a team lead and leaded 6 members.
* Worked in OSS( Operation Support System)& have knowledge in BSS(Business Support System) as well.
* Acted as single point of contact during development & testing phase.

# WORK EXPERIENCE:

**Company** : Softenger India Pvt. Ltd Pune **Project :** Vodafone Project

**Tenure** : April 2016 to August 2017 .

**Designation** : Business Analyst.

## Job responsibilities: -

* + As a business analyst, proactively communicated and collaborated with external and internal Business SMEs globally to understand the business problem / need and articulating as business requirements
  + Worked Requirement gathering, documenting the functional or business requirements. Generate initial use- case diagrams
  + Product knowledge of Vodafone (USSD) product suites or similar document management systems such as Document mange
  + Coordinated, planned and performed application deployments. (Vodafone Products).
  + Investigated, troubleshooted issues with developers & testers.
  + Handle escalated customer issues and see problems through to resolution.
  + Support the development team and QA team during build and testing to resolve any issues and questions that arise. Used to create RTM (requirement Traceability Matrix ) document for testing .
  + Collaborate, identify and document existing business processes and workflows
  + Investigate and analyse problems, including the use of change impact analysis on all systems and business areas, in order to recommend appropriate solutions.
  + Work with users and the development team to propose and develop technical solutions to business challenges
  + Take ownership and resolve the issues related to production environment within expected by SLA time.

# TECHNICAL SKILLS:

* + **Operating System:** Windows, Linux.
  + **Database:** Oracle 9i, 10g.
  + **Programming Languages**: C, C++ and Core Java, SQL
  + **Methodologies**: Business analysis, Agile, Scrum
  + **Business Tools:** MS Access, MS Excel, MS outlook, MS word, JIRA & Confluence, ITIL, Scrum & Kanban Board.

# EDUCATIONAL QUALIFICATION:

* + BE (Computer) from Pune University
  + Diploma (Computer) from Mumbai University
  + H.S.C from Haribhai Deokaran College, Solapur
  + S.S.C from Shri English Medium, Solapur

# CERTIFICATION:

* + Certified Business Analyst from ISEB / BCS (UK), 2019
  + ITIL Basic Foundation, 2016.
  + Software Testing from Mindscripts Pune 2015

**PERSONAL DETAILS:**

* + - Name : Rameshwari Chavan
    - Date of Birth : 21st Dec 1987
    - Sex : Female
    - Married Status : Married
    - Nationality : Indian
    - Address : 501, Wing A,R4 Sector , Life Republic Township, Hinjewadi Phase 2, Pune-411057.

Declaration**:** I hereby declare that the information furnished above is true to the best of my knowledge.

**DATE: - (Rameshwari Chavan)**