

Suresh Kamvani
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OBJECTIVE

Intend to build a challenging & rewarding career in an organization that ensures effective utilization of my skills, and provides an opportunity for continuous learning and growth.

PROFILE

Business Analyst having 4+ years of industry experience

- Currently working as Team Lead at Etech Gandhinagar.
- Working as lead/technical analyst in many projects at Etech Gandhinagar.
- Worked as a Business Analyst in various domains at Wipro.
- Worked as a Customer Engagement Manager in various accounts at Wipro.
- Managed evaluation of CSAT ratings through various tools to ensure there is proper engagement with the customer.
- Catering to the immediate and high priority business requirements of the clients after engaging them in discussions and understanding the customer needs.
- Extensive knowledge in various phases of Software Development Lifecycle (SDLC).

ROLES AND RESPONSIBILITIES

- Participate in the implementation design, setup, and review processes
- Design the survey based on the touch points throughout the service cycle
- Scripting for Special Business-validation respective to client
- Planning of the tasks with respect to timeline
- Mapping of data from clients to System using Import scripts
- Formulating reports and making recommendations based upon the research findings
- Identify and encourage areas of growth and improvement within the team
- Document Control/ Quality Compliance and Technical debt
- Prepares Dashboards, Analytics Reports, Survey Building and Customization of the platforms
- Extensive knowledge of various concepts of **Business Analysis, Business Management.**
- Ability to interact with stakeholders for creation of **Business Requirement Document (BRD), Functional Requirement Document (FRD), User Stories, Mock-Up's & Use Case Diagrams.**
- Proper Understanding of Software Development Life Cycle (SDLC).
- End to End maintenance and accountability of all the Project activities.
- Co-ordination with various cross-functional teams for completion of deliverables.
- Issue resolution with RCA on the Issues

TECHNICAL SKILLS

Business Analysis: Requirement Elicitation, analysis, documentation & Use Case Modeling.

Database: MySQL

Programming/Language: .Net

Tools: MS Office, QlikView, MS Project, and Medallia Platform.

ACADEMIC QUALIFICATIONS

1. **Masters in Information Technology Management** from **International Institute of Information Technology (IIIT) - Pune, 2010** with 75%.
2. **Bachelors in Business Administration**(Information Technology Management) from Sardar Patel University - Gujarat, 2008 with 71.25%
3. Intermediate from **Gujarat Higher Secondary Education Board ,2004** with 56 %.
4. **Gujarat Secondary Certificate, 2002** with 71%.

PROJECT DETAILS

Project Details (1): Leading Hotel groups, Financial Services company

Name of Organization: Effective Teleservices Pvt. Ltd.

Designation: Team Lead

Work Description:

About the Company: Etech helps in providing support to product knowledge to measure and improve the customer experience in real time, Allowing businesses to listen to, understand, and then act on their customers' feedback , software being a Cloud based service (SaaS).

Hotel chains: - This project made for hotel chains basically understand the services, to measure the experience or feedback with regards to all touch points during the services taken of hospitality by end client.

Financial Services: - This project was made for the firm basically understand the transactional relationship, to measure the transactional feedback with regards to money sender and receiver.

Project Details (2): Customer Centricity Tool

Name of Organization: Wipro Infotech Ltd., Bangalore

Designation: Business Analyst

Work Description:

Customer Centricity Tool application is the central repository for CSAT action plans per account. With the help of Customer Centricity Tool users progressively track CSAT actions for respective account. This tool also provides the module to capture Early Warning and Escalation based on account level. Also management can see Account/Project/Programme wise warning, escalation, and issues through this tool. Customer Centricity Tool provides management level various reports & dashboards

Project Details (3): Business Continuity Planning (BCP) & Disaster Recovery

Name of Organization : Wipro Infotech Ltd., Bangalore

Designation : Business Analyst

Work Description :

The work profile involved setting a BCP for IS Group and considering the problems faced by the business, coming up with the solutions and requirements in the BCP in a most efficient way. In case of a disaster, the Information Systems (IS) should be able to provide services and support to its customers. Some of the major duties included the following:

- Identification of critical application and infrastructure assets that support key business processes for existing and emerging business initiatives.
- Reviewing the current application and shared services & support infrastructure
- Draft Business Continuity Plan and Disaster Recovery Plan for IS Group.
- Business Impact Analysis,
- Risk Assessment,
- Business Continuity Recovery Strategy Development.
- Test BCP and DRP for various scenarios for effective business continuity management.

Project Details (4): Reverse Logistics for Enterprise Services

Name of Organization: Wipro Infotech Ltd., Bangalore

Duration: September 2012 to January 2014

Technology Used: Dot Net

Work Description:

This project was about development of an application for tracking and recording the spare delivery to spare return transaction & provide historic data. The status of the spare inventory will be recorded at various levels through this tool and notifications will be sent to different stakeholders for the same.

Project Details (5): Business Intelligence

Name of Organization : Wipro Infotech Ltd. Bangalore

Designation : Business Analyst

Duration : Mar'2012 – January 2014

Work Description:

Preparation of various Business Reports based on the Business Requirements, thereby facilitating proper understanding of the project from a Business perspective. This involved co-ordination with the development team on various requirements.

EXTRA CURRICULAR ACTIVITIES

1. Received certificate for most accountable person in project team at Etech Medallia.
2. Received customer appreciation for outstanding performance in projects.
3. Participated in **Best Business Idea** Competition held in college at graduation level.
4. Secured **third prize** in Images 09. (Presenting marketing topic through images.)
5. Participated in various intra college activities including the, Quizzes, skits and other games.
6. Organized and headed, "Dhruva-2010", a college level **technical fest**.

PERSONAL PROFILE

Name:	Suresh Kamvani
Father Name:	Mr. Vijay Kamvani.
Date of Birth:	09/09/1984
Marital Status:	Married
Nationality:	Indian
Languages Known:	Hindi, English, Gujarati and Sindhi
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References: Available on Request

Suresh Kamvani