

Contact

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Top Skills

Microsoft Office

Project Management

IT Business Analysis

Languages

Marathi

English

Hindi

Kumar Deudkar

Business Analyst at Legasis Services Pvt. Ltd.

Maharashtra

Summary

- Certified Business Analyst and PMP trained with 5+ years of experience in Strategic Planning, Business Analysis, Organizational Development, System Design & Scope Management, Delivery Management, Documentation & Reporting, Software Development Life Cycle, Team Management and Process Innovation.
- Skilled in mapping business requirements and translating these requirements into functional specifications, implementations & custom designing solutions (process / product) by following standard guidelines.
- Analyze client's business requirements and processes through document analysis, interviews, brainstorming and JAD sessions.
- Experience in handling operational support systems & process consultancy focusing on stakeholder satisfaction, operational efficiency, process compliance and quality.
- Gather and validate acceptance criteria for requirements and review test cases in close collaboration with the testing team.
- Pioneer in building relationship with stakeholders, clients & internal teams, configuration and change control, risk and issue management, project documentation and process documentation.
- Perform research and analysis to support business operations and present findings to CEO and other key stakeholders.

Experience

Legasis Services Pvt. Ltd.

Business Analyst

February 2018 - Present (2 years 7 months)

Pune, Maharashtra, India

- Discuss strategies, policies, and practices with the key stakeholders to enhance operations and job skills.
- Mapping business requirements and translating these requirements into functional specifications

- Assisting business partners for defining business strategy & supporting operational processes
- Identifying different tools/techniques that can be used to structure requirements; developing a basic use case
- Providing timely project reporting to customer and stakeholders
- Suggesting appropriate as well as technology-based solutions for enhancing functional efficiency of the organization and achieving business excellence
- Analyzing business needs, eliciting and documenting the requirements
- Informing customer of product or service pre-requisites to enable site to be made ready for service
- Collecting functional requirements using business requirement document, interviews, requirements workshops, business process descriptions, use cases, scenarios, business analysis, tasks and work-flow analysis
- Coming up with innovative solutions to fulfil technology requirements of client
- Interacting with the development team and helping them understand the technical aspects of the solution

SumaSoft

Business Analyst/Software Engineer

February 2017 - February 2018 (1 year 1 month)

Pune Area, India

- Provided inputs into developing and modifying systems to meet client needs and develop business specifications to support these modifications.
- Managed communications with all stakeholders.
- Prepared BRD and FRD to explain the process to the development team.
- Developed and presented end to end business and application flows.

Knight Technology Services

Business Analyst

March 2016 - November 2016 (9 months)

Pune

- Responsible for end to end delivery of multiple projects.
- Liaised between business and technical personnel to ensure a mutual understanding of processes and applications.
- Drafted and maintained business requirements and align them with functional and technical requirements.
- Identified and reconciled errors in client data to ensure accurate business requirements.
- Delivered cost effective, user friendly technology solutions.

IDEaS Revenue Solutions

Network Support Engineer

June 2015 - February 2016 (9 months)

- Worked with users and stakeholders analyze and validate requirements.
- Managed project through status meetings, weekly reports, identifying risks and tracking issues.
- Participated in defining and managing quality assurance processes and procedures.

Homeward Residential, Inc.

Customer Care Associate

April 2014 - May 2015 (1 year 2 months)

Pune Area, India

- Entrusted with the task of coaching, organizing team huddles and sharing best practices.
- Oversaw performance and production of a team of 10 Agents.
- Attended client calls & meetings and highlighted issues & workarounds proactively.
- My team consistently stood in top three in performance stack.

Capita

Senior Associate

April 2009 - October 2012 (3 years 7 months)

Pune, Maharashtra

- Part of a team who handled only business clients for BMI airlines for 2 years
- Further promoted to analysis department to predict the cancelled flights data
- Promoted to an acting team leader and handled 12 associates for 6 months

Education

Savitribai Phule University of Pune

Master of Computer Applications, Computer Programming, Specific Applications · (2014 - 2016)

Symbiosis Institute of Computer Studies and Research

Bachelor's degree, Mathematics and Computer Science · (2008 - 2013)

Vikhe Patil Memorial School

SSC, General Studies · (2003 - 2004)