

ARUNABHO MAJUMDER

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WORK EXPERIENCE

CLIENTS



OTHER RELEVANT EXPERIENCE

SOLUTION CONSULTANT, *LEENA AI*

JULY 2020 - PRESENT

- Developed business architecture using requirements such as scope, processes, alternatives, and risks.
- Led and managed a service support team of 5 members and we were responsible for end-to-end incident and problem management with a success rate of 95%.
- Analyzed client's business requirements and processes through document analysis, interviews, workshops, and workflow analysis.
- Conducted 5+ levels of testing including functional, regression, user acceptance, integration, and performance to verify the client's needs are met.
- Redesigned customer communication and fulfillment protocols, increasing customer satisfaction rates by 35%.
- Collaborated between business and technical personnel to ensure a mutual understanding of processes and applications.

BUSINESS ANALYST, *LAWTENDO*

MARCH 2018 - JUNE 20

- Engaged with client to gather software requirements/business rules and ensure alignment with development teams.
- Translate stakeholder requirements into over 10 different tangible deliverables such as functional specifications, user cases, user stories, workflow/process diagrams, data flow/data model diagrams.
- Evaluate risks related to requirements implementation, testing processes, project communications, and training saving the company on average \$5,000+ annually.
- Facilitate monthly meetings with clients to document requirements and explore potential solutions.

TECHNICAL & HARD SKILLS

- Proficient in MS Office (Word, Excel, Outlook, PowerPoint, Visio).
- Familiar with Agile Software Development Methodology
- Stakeholder analysis.
- SWOT analysis.

CO-FOUNDER & SOFTWARE ENGINEER, *MYHOMECART* (AUGUST 2016 - MARCH 2018)