Adil Chopra | Digital transformation & Consulting

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**Solutions-driven Consultant/Product Owner with 4.7 years of post-MBA expertise in analyzing and managing business operations in Digital Transformation. Well-versed in strategizing, overhauling, and documenting business processes with multiple E2E implementation experience in Customer Experience. Most notable achievements include devising a BAPM framework that reduced the number of defects by 40%. Expertise in the Consumer Retail, Healthcare and eCommerce industry.**

# PROFESSIONAL EXPERIENCE

**Deloitte USI** Industry experience: Foodchain/Consumer Retail

***Consultant/Product Owner*** 12/2021-Present

* Modernized the Back-office system for a restaurant group with 600+ stores across the US by introducing new features like Inventory, and recipe management, purchasing, and reporting visibility and dynamic dashboards for sales forecasting
* Counseled the client to understand business needs and translate into functional requirements, whilst accounting for 50% of the laid out functional modules as an SME
* Translated 8 features into 300+ user stories within the team’s backlog while managing, ranking, and prioritizing this backlog to reflect stakeholders’ requirements.
* Functioned closely with client business, leadership, and technical architects to ensure an efficient requirements management process.
* Delivered interactive dashboards on AzureDevops for the client and leadership using various data points to gain better insights on product planning and estimation
* Use case analysis and modeling of detailed functional and non-functional requirements with an analytical approach.

**Key achievement:** Introduced and streamlined the Business Analysis process in the team as per Agile practices resulting in 30% improvement in Product Quality Assurance

**Accenture** Industry experience: Healthcare/Consumer Retail

***Consultant/Product Owner*** 07/2018-11/2021

* Strategized the overhaul of an E-Commerce platform for a healthcare client on SAP Commerce Cloud(Hybris) that would cater to the B2C consumer base in the US.
* Orchestrated the Offshore BA team, liaising with the client business, Onshore business, leadership and development teams and leading the Offshore Business Analysts team.
* Spearheaded 150+ workshops to deploy functional modules spanning various Onshore & Offshore teams.
* Indulged in external recruitment activities with a focus on continuous improvement for a company-wide BA community, overlooking a 50% growth in strength and mentoring budding Agile Business Analysts.
* Formulated daily/weekly work plans for the Business Analysts’ team while tracking tasks and team collaboration using Agile tool(s), Jira, and Confluence whilst sharing insights with leadership due course.

**Key achievement:** Analyzed risks and identified risk mitigation strategies while co-authoring a BAPM(Business Analysis Planning and Monitoring) process for conceiving sanitized user stories that resulted in a 28% and 40% improvement in Product Quality Assurance

# TOOLS

* Jira
* Confluence
* Azure DevOps
* SAP Commerce Cloud(Hybris)
* SAP CX(Customer Experience) Suite
* MS Visio
* Tableau
* Wirestone
* Figma
* Advanced MS Excel

# SKILLS AND EXPERTISE

* Business Requirements analysis
* Requirements gathering
* Strategic planning
* Stakeholder management
* User Acceptance Testing (UAT)
* Gap Analysis
* Documentation
* Business Intelligence (BI)
* Wireframing
* Change request management
* Test scripts - Gherkins
* Business Process Modeling
* SWOT analysis
* Agile methodologies
* Software Development Lifecycle (SDLC)
* Agile Project Management
* Data Visualization

# CERTIFICATIONS

* Certification in Product Owner Analysis (CPOA) by IIBA (Ongoing)
* Certification of Capability in Business Analysis (CCBA) by IIBA
* FY21 Full Stack Business Technology Analyst Program - Accenture
* SAP Certified Business Associate - SAP C/4HANA Business Processes: Lead to Cash
* SAP Certified Application Associate – SAP Commerce Cloud Business User 1808(Hybris)
* Entry Certificate in Business Analysis (ECBA) by IIBA

# EDUCATION

**Lal Bahadur Shastri Institute of Management, New Delhi** 07/2016-03/2018 Master of Business Administration: Marketing and Finance

**Chitkara University, Himachal Pradesh** 08/2012-04/2016 Bachelor of Engineering: Computer Science

# ACHIEVEMENTS

* Spot award (October ‘22) Deloitte
* Applause award (June ’22) Deloitte
* Spot award (May ’22) Deloitte
* Business requirement Analysis: P4 Expert (June ’21) Accenture
* Healthcare/Life Sciences: P3 Advanced (Jan ’21) Accenture
* Consumer Retail: P4 Expert (Dec ’20) Accenture
* Lalita Shastri Memorial Debate Competition: (Dec ‘17) LBSIM

o Achieved 1st position in the National level B-school Competition