



Neha Singh

Lead Business Analyst

Lead Business Analyst with 7+ years of experience enhancing operations for organizations across different domains. Proven track record of transforming specific business goals to meet business needs. Excellent planning, organizational and communication skills. Self-reliant to perform analysis and make recommendations. Currently, seeking lead/associate manager position in IT industry.

• Contact

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• Tools & Technical Skills



• Work History

2021-09 -
Current

Lead Business Analyst

Accenture Solutions Private Limited, Noida

- Requirement gathering of various correspondence forms in Customer Communication Management (CCM) space in Group Insurance platform
- Developed detailed functional specification mappings to guide development teams in creating robust software solutions for client
- Handling 2 workstreams: Docgen and EIS Configuration for EIS Implementation
- Boosted client satisfaction by effectively managing stakeholder expectations and delivering high-quality solutions
- UAT defects, production issues investigation and recommendation on corrective actions followed by output validation with key stakeholders for sign off
- Jira story grooming in program management boards like Jira, VersionOne
- Supported multiple RFP's within Group Life Insurance Platform
- Built assets like effort estimator, repositories to standardize process and reduce efforts
- Trained ASE's on End to end document generation flow for EIS

Previous Project: Standard Insurance Company (SIC), U.S

- Requirement gathering, analyzing and creating mapping documents for Group Life Insurance Products for Vitech implementation
- Conducting stakeholder meetings for query resolutions and sharing inputs with Developer's and QA's through regular connects to meet business objectives
- Defect tracking and UAT until sign off

- **Certifications & Awards**
 - **LOMA Certified** : Completed LOMA 281: Meeting Customer Needs with Insurance & Annuities in FY23
 - **ACE Award – Extra Mile** for outstanding contribution in Accenture, India for FY23
 - **Awarded** for Outstanding Contribution to the sales & growth of Chemicals domain in FY19
 - **Certified** in MS Project and Primavera with Grade A in FY16.
 - **Certified** in Personality Enhancement Program with Centre for Professional Communication in FY15.

2019-10 -
2021-09

- **Consulting Skills**
 - Effective Communication
 - Techno Functional
 - Team Collaboration
 - Analytical Skills
 - Interpersonal Skills
 - Attention to detail
 - Problem solving aptitude

2017-02 -
2019-08

- **Accomplishments**
 - Completed **AWS Business Essentials Course** from A Cloud Guru in FY24
 - Completed Fundamentals of **Generative AI training** course offered by Accenture in FY24
 - **Promoted** to Business Architecture Specialist position in FY23
 - Prepared an **Advanced Effort Estimator** in Excel in FY23
 - Completed **Application Analysis BA School Training** in FY21

2016-05 -
2016-07

• Education

2017-03

2015-05

Project Manager

Ingenious e-Brain Solutions Private Limited, Gurugram

- Understanding client's business needs and devising custom proposals to offer optimum business solutions
- Developed and initiated projects, managed costs and resources to meet project goals
- Provided detailed weekly project status updates to stakeholders and executive management
- Drafted project reports relating to key ongoing trends to identify successful outcomes, insights and future recommendations. For example, worked directly with one of leading Global chemical producer to do hotspot analysis on green packaging products across key countries.

Research Analyst

Global Market Insights, Pune

- Conducted in-depth qualitative and quantitative research to identify trends to create market research samples/reports using secondary and primary research
- Analyzed large volume of data to identify patterns, trends and correlations. Used varied statistical and data analysis techniques to draw conclusions from research
- Created visualizations/presentations to represent research data and findings to stakeholders.

Management Trainee

Hindustan Petroleum Private Limited, New Delhi

- Conceptualized promotional approaches to boost company's non-fuel revenue by setting up approx., 10-12 kiosks from various small scale businesses.
- Assessed key factors affecting non-fuel revenue of HPCL using factor analysis on SPSS tool to identify areas for improvement.

MBA

University of Petroleum & Energy Studies - Dehradun, India: CGPA: 7.71

Bachelor of Science (Honors)

Gargi College, University of Delhi - New Delhi, India: 70%