



Sonu Tyagi

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Targeting a Challenging Role as an IT Business Analyst / Product Owner/ Product Management

KEY SKILLS	PROFILE SUMMARY
User Stories BRD/PRD Product backlog feature prioritization Unified Modelling Language JIRA/Azure DevOps Client Feedback Management and Analysis Requirement Engineering Requirement Elicitation/gathering Brainstorming, Questionnaire preparation BDD Format for writing Specs/Gherkin language Application Functional Testing Stakeholder Management 3rd Party Integrations / APIs and workflow	<ul style="list-style-type: none">• Total experience of 5 +years in the Internet Product sphere across a variety of products like E-learning, Payments, Ecommerce, P&C Insurance• Payment - ISO20022, SEPA, SWIFT, Cards, POS terminal, QR Code, Correspondent Banking, EMV, MT103 (Cover and Serial)• P&C Insurance Claim management, Adjuster(Desk, Field) Operations, Xactimate Overview, and Integration, Ladder assist/ Roof Inspection overview, Hover.to Measurement & reporting• In-depth knowledge of different Systems Development Life Cycle (SDLC) methodologies like Waterfall; Agile Methodologies such as Scrum; UML modeling diagram which includes Use Cases, Activity Diagram, Sequence Diagram using Microsoft Visio• Analysis of Business Requirements to develop Functional and Non-Functional requirements and preparing different artifacts such as Functional Specification Document (FSD), Software Requirements Specification (SRS), Business Requirements Document (BRD) and Stakeholder Management• Proficient in creating Wireframes, Mockups, and prototyping static and dynamic User Interface with Balsamiq 3, MS Visio 2016.• Design/Prepare retail operational business process models using BPMN tool to express business process and information flows• Conducting Client interview and brainstorming sessions to gather requirement• Requirement Elicitation/Gathering, Wireframe, Prototype, Google Analytics, Hotjar, A/B Testing, Agile/Scrum Methodology, Product Management, Stakeholder Management, Feedback

Domain Knowledge

Payments: Cards, ISO20022, Clearing House, SWIFT, POS System, QR Code, Correspondent Banking, EMV, Cross Border Payments

Insurance: Property & Casualty, Claims Management, Xactware, Symbility, Roof Inspection, Claims auto triaging

Ecommerce: B2C Marketplace, Seller Operation, Buyer Operation, Ecommerce Product Analysis

ORGANISATIONAL EXPERIENCE

Primus Software Corporation

As **Business Analyst** since Oct'19 to Till Date

Client: - Crawford & Company - World's largest Claims & Risk management company

- In-charge for all functionalities to be delivered as part of the release cycle for the product.
- Interact with SMEs to understand domain functionalities and create roadmaps on deliverables over 3-4 sprint release cycles.
- Discuss with other Product Owners to resolve cross-team dependencies and envision the product landscape as to where the functionality fits versus what it can become in the future.
- Conduct Knowledge Transition and Client Hands-On training sessions for In-house teams and end-customers respectively.
- Collaborate with off-shore and on-site teams across various geographies to have inter-dependent functionalities implemented

Gventure Technology Pvt Ltd.

As **Business Analyst** from May'2016 to Sep'201

Roles & Responsibility:

- Worked on Various Project of Web Development/Mobile Application development
- Requirement gathering from clients and stakeholders, Followed Agile/Scrum Methodology
- Prepare Functional requirement specification for understanding the required development in the software
- Prepare multiple scenarios using UML methodologies activity diagram to define steps & sequence for clarity on system enhancement
- Conduct user acceptance testing(UAT) to ensure the satisfaction of end-user
- Closely work with the technical team for the timely enhancement as per the requirement

IT SKILLS

Methodology	Agile(Scrum,Kanban), Waterfall
Frameworks	UML 2.5, BPMN 2.0
Modeling Tools	MS Visio-2016, Balsamiq, Xmind
Documentation	MS Office (MS Word, MS Excel, MS PowerPoint, MS Access), JIRA, Redmine, Azure DevOps, Confluence
Technical Skills	Wireframing & Prototyping, SQL Server (Basic)

ACADEMIC DETAILS

2015	B.Tech (ECE) from Institute of Engineering & Technology, GLA University, Mathura
2010	12th from SGS Inter College Agra, UP Board
2008	10th from SGS Inter College Agra, UP Board

CERTIFICATIONS

- SWIFT Message Types - MT and MX ISO 20022 - An Overview from Udemy
- Certified Scrum Product Owner® (CSPO®)
- Certified ScrumMaster® (CSM®)
- IT Business Analyst Certification Program from QBI Institute - Noida
- Successfully completed the Design Thinking Course from LinkedIn Learning

PERSONAL DETAILS

Date of Birth: 10th June 1994
Languages: English and Hindi