# AMIT KAPOOR

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## PROFILE

I'm a computer applications graduate with 3 years of experience in supporting business solution software and analyzing business operations. Aiming to utilize my strong prioritization skills and analytical ability to achieve the goals of your organization.

## EXPERIENCE

### DATA ANALYST (PRODUCT ENGINEERING)

**POLICYBAZAAR.COM**

- Participate in  Sprint Planning, Daily Stand-Up, Sprint Review,  Sprint Retrospective, and UAT with the team.
- Monitor feature performance for term and investment products using SQL.
- Working closely with Service and Sales Team to analyze user data and feedback for planning and implementing new features and improving the products
- Created auto-debit functionality to ease customers in making monthly payments
- Integrated NSDL API to authenticate user information to avoid error possibilities
- Work with the tech support team to analyze daily issues and give solutions along with developers and Product owners
- Created scheduler system with the help of developers to automate manual booking
- Developed a common support page  to remove OTP and SI on customer requests for different insurers
- Developed support dashboard for different insurers for day to day operations of a support team
- Developed  the product backlog along with Product Owners
- Work closely with developers, designers and testers in all phases of product development in order to deliver high-quality products

### TECHNICAL ANALYST (TECHNICAL BUSINESS ANALYST )

**MOBINEERS INFO SYSTEMS PVT . LTD**

- Data insertion, extraction, processing, and analytics using SQL and MS-EXCEL.
- Business wireframes, SOP, and Presentations using MS-Office tools.
- Close coordination and interaction to collate technical requirements of business clients and then hand over to a cross-functional team.
- Conducted user training sessions and assisted in post-production activities.
- Collaborate with cross-functional teams to deliver projects as per timelines.
- Continuous touch with client to deliver efficient result

**ANDROID INTERN**

**EDUNET LEARNING SERVICES**
- Design and develop user interface of the application Participated in all the phases of Software
- development life cycle (SDLC) which includes Development, Testing, etc.
- Working with SQLite for implementing database

**VOLUNTEER**

**THE BLIND RELIEF ASSOCIATION**

## EDUCATION

**BACHELORS IN COMPUTER APPLICATIONS (B C A)**

**GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY**

**SECONDARY SCHOOL CERTIFICATE ( S S C )**

**SUMMER FIELDS SCHOOL**

## SKILLS & ENDORSEMENTS

- SQL
- HTML
- Cascading Style Sheets (CSS)
- Wireframing
- JIRA
- Project Management
- Teamwork
- Stakeholder Management
- Agile Methodologies
- Multitasking
- Client Interaction
- Software Development Life Cycle (SDLC)
- Requirements Gathering
- User Acceptance Testing

## CERTIFICATION

- Received Microsoft Office Specialist award for Office 2007 from Microsoft
- The Business Intelligence Analyst Course ( pursuing)

## AWARDS & HONORS

- Employee of the quarter at policybazaar for Oct-Dec,20
- Employee of the quarter at policybazaar for Apr-Jun,21