

1. SUMMARY

- **Business Analyst** with experience in Project Management, Program Management, Manual Testing, and understanding the client's requirement, providing quality solutions through proper research, data analysis, and business understandings.
- **Graduate in Electronics & Communication Engineering**

2. EMPLOYMENT HISTORY

Sr. Business Analyst

Knowlarity Communications Pvt. Ltd., Gurgaon

Period: 20 April'21 – Present

Domain: Telecommunications (Cloud Telephony)

Responsibilities:

- **IVRs** implementations as per Business needs.
- **API** integrations as per Business needs.
- Functioned as a primary client-facing contact, creating a detailed business analysis, outlining problems, opportunities and solutions for a business.
- Responsible for understanding and assessing the changing needs of the business.
- Frequently asked to analyze the impacts of change, document and support communication between relevant groups and stakeholders, and capture requirements needed to initiate a change.
- Working closely with the development and quality assurance team to explain the requirements and help the project team deliver on time.
- Does UAT before final delivery and prepares the process manual document for end users.
- APIs testing using Postman tool.

Sr. Business Analyst

TRIAD Technologies Pvt. Ltd. New Delhi

Period: 2 Nov'17 – 20 April'21

Projects: AMAZON India, OMRON Healthcare India, VMX for Whirlpool, Faber, TCL, Momentum, Xiaomi, Liquor, Attamate (Internal), Demo Project (Internal), Science and Engineering Research Board, LG Hausys India (Warranty portal).

Domain: Sales Force Automation, Supply Chain, Loyalty Program, Technology and Marketing

Responsibilities:

- Scoped, wireframed the business needs of App and web development.
- Designing and then executing Test Cases for both app and web modules.
- Functioned as a primary client-facing contact, responsible for collecting the business

requirements.

- Analyzed client requirements, generated vivid documentation, and designing of wireframes of process workflows.
- Recommended Web Portal Dashboards to be used for Executive decision at Amazon, analyzing through user web usage.
- Managed a complete Program by leading a team of Two Junior Business Analysts, 2 MIS and One Helpdesk from reports to work efficiency and streamlining processes.
- Conduct a session on 'Values of Helpdesk' to support the Helpdesk Team.
- Effective planner with a flair for working hard and contributing towards the achievement of organizational goals

Achievements:

- Scoped and deployed various types of reports for clients such as OMRON, AMAZON, TCL, etc. A few of them are Store Order Report, Merchandise Report, Daily Sales Report, and Promoter's Attendance Report, etc.
- Two appraisals in same year 2019 with good hike both times.

Manager Customer Service

Religare Health Insurance, Noida

Period: Aug'16 – Aug'17

Domain: Health Insurance

Responsibilities:

- Handling Customers request
- Updating Customer request
- Follow-up on claims from the claim settle team

3. SKILLS

Statistical tool	Microsoft Office tools like Excel, PPT, Word, Outlook, Teams, OneDrive
Visualization	Balsamiq, Marvel, yED Graph Editor, Freemind, draw.io, Mind map, Flowcharts, Use case diagram, Data visualization through Tableau
Programming Language	Basic SQL
Software Testing	<ul style="list-style-type: none">• API testing using Postman Proficient in detailed UAT testing web and mobile application (both iOS & android)
Management Tools	JIRA, MeisterTask

4. ACADEMIC DETAILS

- B.Tech (ECE) from Kurukshetra University, Kurukshetra passed in 2015 with 63.8%
- XIIth from CBSE passed in 2011 with 69.8%
- Xth from CBSE passed in 2009 with 62.2%

5. PERSONAL DETAILS

Father's Name: - Mr. Noor Ahmed

Mother's Name: - Mrs. Afsari

Date of Birth: - 21st November 1991

Contact Address: - D-2A, Rana Pratap Road, Adarsh Nagar, and Delhi – 110033

Hobbies: - Internet surfing, Teaching, Cooking, Travelling

Personality Traits: Hard worker, disciplined, zeal to learn new things, ability to work under pressure.

6. DECLARATION

I hereby declare that the details mentioned above are true to the best of my knowledge and belief.

Date:

Place:

MD SALMAN