



# Rakesh HM

## Senior Business Analyst

 Gandhinagar, Gujarat, 382009

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 r4k3sh.hm@gmail.com

- Proactive Senior Business Analyst with 2 years product management experience. Effective driver of product development lifecycle from concept to delivery. Communicative and collaborative with proven history of improving business operations to support corporate growth and revenue.
- Enthusiastic and eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Motivated to learn, grow and excel in customer experience industry.
- Also, having 2+ year of Experience in implementing and managing web, client/server applications..



### Skills

- Project Management
- Process Improvement
- JavaScript, HTML and CSS



### Work History

2020-03 - Current

#### Senior Business Analyst

*Etech Global Services (Medallia), Gandhinagar, Gujarat*

- Worked as lead analyst for multiple projects. Drove team success through shared vision and recognition of quality performance.
- Managed customer relations by developing effective communications process. Documented procedures and business processes and shared information with appropriate stakeholders.
- Worked with Clients, Project Managers and Project Teams on multiple complex projects in different verticals (e.g. Hospitality, B2B, Retail) to effectively design and implement scalable SaaS-based solution.
- Project Domain: Retail, Banking, Telcom and Digital

2019-03 - 2020-03

#### Business Analyst

*Etech Global Services (Medallia), Gandhinagar, Gujarat*

2016-05 - 2019-03

- Increased understanding of customer experience management industry processes by assisting with implementation tasks.
- Successfully launched multiple implementations by completing assigned tasks with accuracy and efficiency.
- Shadowed senior team members to learn all related jobs. Learned new materials, processes and programs quickly to maximize performance.
- Project Domain: Retail and Banking

## Associate Consultant

*Capgemini, Chennai, Tamilnadu*

- Extensively worked in maintenance and enhance of back-end applications of core banking project.
- Provided production support including troubleshooting, root cause analysis and resolution including post-release analysis, reporting, and monitoring.
- Worked with developed, QA, and the business to understand the environment, design improvement and to implement them.
- Project Domain: Banking



2011-08 - 2015-04

## Education

### Engineer's Degree: Computer Science

*Meenakshi College Of Engineering – Chennai*

#### Certification:

- Oracle Certified Associate
- Medallia Operational CEM Level I & Level II certified
- Big Data and Machine Learning Pro-degree



## Interests

- Cooking
- Music