James

# Certified Business Analyst | IIBA- CCBA Trained | PSPO & PSM Trained | ITIL Foundations V.4 Certified | Azure Foundations Certified | Domain: Telecom, Healthcare, E-Commerce, Edu-Tech.

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***Immediately available to join***

# Summary

* 8 years of IT and Telecom-Tech industry experience spread across Business Analysis and Operations.
* Complete understanding of SDLC processes and Agile & Waterfall Methodologies.

# Proficient in creating Business Requirement Document, Functional Requirement Document, Use Case specification Document, Workflows, Implementation guides, Functional Specification Document, and Requirement Traceability Matrix.

* Well versed in **Requirement Elicitation & Prioritization**, **Defining Scope**, **Gap Analysis**, **Stakeholder Analysis & Management**, **Sprint Planning**, **Sprint Review**, **Product Backlog Management**, and **Change Request Management**.
* Expertise in creating **User stories**, **UML diagrams**, **Wireframes**, and **Mockups** using MS Visio, Lucid chart, Balsamiq, etc.

# Key Skills

* Use Case
* BRD |FRD | FSD | SRS
* Epics
* Requirement Elicitation & Gathering
* UML & Data flow modelling
* User Stories
* Agile & Waterfall Methodologies
* Process Modelling
* Gap Analysis
* Wireframes & Mockups
* Change Strategy
* Stakeholder Management
* Release planning
* Scrum- Agile
* Requirement prioritization
* Client Negotiation
* Technical Writing
* SQL
* Scope management

# Tools

Microsoft Visio **|** Lucid chart **|** Balsamiq **|** JIRA **|** Confluence **|** MS Excel **|** MS Office **|** CRM

# Professional Experience VOIS, Bangalore, India

***Role- Business Analyst* Dec 2018- Present**

# Project- Vodafone Digital Transformation- Digital ordering portal and Enhancement Project

## “A Greenfield project of developing a Digital Ordering Portal for the sales to submit the customer request. Technical Operations team will pick the request from digital portal and configure it in the inventories and network. It involves collaborating with various Stakeholders from Sales, Accounts, Solution Consultant, technical Operations team, and Scrum team. The main objective was to speed up the End-to-End Ordering journey with an efficient Digital platform to complete the process of customer request with minimal manual handling, rich Customer experience and cost effective.”

* + Elicited & Translated Business requirement to User Stories & Epics.
  + Documented the user stories with Acceptance criteria, prototypes, Business value, Precondition, and also included any development and testing notes.
  + Conducted Gap Analysis\Scope Analysis\Impact Analysis on Business Process using techniques like use case diagrams (UML) \ Context Diagram (Data Flow Modelling) \ BPMN (process modelling) \Flow charts using Visio and Lucid chart.
  + Conducted AS-IS and TO-BE Analysis and suggest Fit for Business Solutions by designing a Change Strategy.
  + Organize & Lead Requirement Gathering (Elicitation) meetings using techniques like Interviews, Questionnaires, Interface Analysis, Document Analysis, Brainstorming Sessions, and Focus Group Discussions.
  + Worked with cross functional team during development, Integration Testing, Functional Testing, and UAT to deliver end- to-end solution.
  + Helped the team to understand the requirements during planning sessions for better estimation of user stories the team would commit to for the sprint.
  + Delivered other requirement documents like Use Case\Process Flow\Change Requests\SRS\ Requirement Traceability Matrix.
  + Involved in creating wireframes and mockups for the system using MS VISIO.
  + Verification\Validation of requirements to ensure they deliver business value by conducting various Reviews and workshops with clients.

# Infosys BPM, Bangalore, India

***Role- Carriage Manager* May 2018 – Nov 2018**

* Worked as Carriage Manager responsible for End-to-End delivery of different types of Data and Voice products for the Australian Client.
* Responsibility includes Confirmation with the Customer and solution consultant about their exact requirements, required delivery date in initial phase and Keep Customer informed on their delivery status.
* Analyze the feasibility of the circuit delivery.
* Coordinate with the Design, network, and field Engineers to get the design delivered as per the requirement.

# Tata Communication Transformation Services, Chennai, India

***Role- Order Analyst* Jan 2014 – May 2018**

# Project- Global Provide-Vodafone Group

## “Vodafone is UK based Telecom Giant serving large Enterprise Customers across the Globe. TCTS is the operation partner for the fixed line products to the clients. The team was working on requirement gathering, Validation of the customer Requirement, Feasibility evaluation, Planning and design within agreed SLA and quality.”

* + Worked closely with stakeholders in understanding the scope, analyzing the technical HLD & LLD documents and validate the customer requirement against the standard checklist.
  + Handled new service request and Service Change Request on Live circuits for the Enterprise Customers across Globe.
  + Performed UAT and ORT testing for the new products before it is released to the Customer operations.
  + Coordinate with various stakeholders like Sales/Account Manager, Project Managers, Network Engineers to deliver the circuit on time.
  + Handled various CRM, Telecom OSS and BSS inventories to configure the Customer requirements.
  + Handled Escalation on network related queries and coordinating with Technical consultant/Customer/network team.
  + Involved in mentoring/Knowledge Transfer/preparing Local Work Instruction Document on new process and product release.

# Certifications & Trainings

* + Certified Agile Business Analyst from IIBA regulatory institute*,* ***TrainSmart Academy***
  + Project Management Essentials Certified, ***Management & Strategy Institute***
  + ITIL V4 Foundation Certified: GR671267763SY
  + Microsoft Azure Fundamental Certified. Have knowledge in Cloud Concepts, Services, Core Solutions and Management tools, Security features, Governance, Cost Management and SLA Agreements
  + Six Sigma Yellow Belt trained

# Education

**B.E. in Electronics and Communication Engineering June 2013**

*National Engineering College, Anna University.*