**Bhushan Nagori, Business Systems Analyst**

**Business Analyst with 3.9+ Years in Client Relationship, Team Management, Vendor Management, Order Management, Invoice Billing, Exceptions, Savings, Refund Checks Handling along with Other Disputes. Possess Certification in Business Analysis. Motivated to learn, grow and excel as a Business Analyst.**

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| |  |  | | --- | --- | |  | **Contact** |   **Address:** Pune, MH, 411038  **Mobile:** +91-9421214379  **E-mail:** bhushan.nagori3@gmail.com  **LinkedIn:**  www.linkedin.com/in/bhushan-nagori   |  |  | | --- | --- | |  | **Skills** |  |  | | --- | | * Documenting requirements * Microsoft Excel * Tableau * Microsoft Power BI * Vendor Management * Contract Management * Invoice Processing * User Acceptance Test (UAT) |  |  |  | | --- | --- | |  | **Tools** |   MS Visio, Jira, MSOffice, Axure, Balsamiq, Tableau   |  |  | | --- | --- | |  | **Certifications** |   Certificate in IT Business Analyst Training from COEPD, an IIBA Endorsed Education Provider.  Business Analysis Fundamentals- Udemy .  User Story Master class: Your Agile Guide to User Stories- Udemy  5 Day Certification Workshop on Data Visualization on Tableau.  Certificate of Power BI – Udemy. |  | |  |  | | --- | --- | |  | **Work History** |  |  |  |  | | --- | --- | --- | | **2020-06 - Current** |  | **Business Systems Analyst -**  GTT Communications , Pune   * Handling Assigned Clients (Invoice Management) Process from Procurement to Pay Telecom Invoices within SLA. Communicating process changes, enhancements and Modifications to the Team. * Analyzed, Reviewed, Validated and Audited about 1100+ Invoices and Billing Details per Month from Telecom vendors for accuracy and submitted to AP for payment. * Interacting with Indian Team analysts/ US Team to resolve any questions arising from vendor, client creation and maintenance of various weekly and monthly reports. * File disputes with vendors as necessary and negotiate timely resolution. * Good understanding of Telecom Contract Terms and Conditions. * Developed and Implemented Performance Improvement Strategies and Plans to promote continuous improvement. * Business Process Modeling - Make Process Documents for the Business for the ease of saving time and help in learning for new employees. * Assist in completing company-wide data cleanup projects. |  |  |  |  | | --- | --- | --- | | **2018-02 - 2020-05** |  | **Analyst -** Sakon, Pune   * Handled Multiple Wireline TEM activities including Invoice Processing, Monthly Invoice Audit, Cost Allocations , Exceptions Handling, Research on past due balance, Payment Reconciliation, Late Fees Report. * Experience in Client Relationship Management, Team Management, Report Preparations, Vendor Management. * Involved in Dispute Management with Telecom Provider to resolve Telecom billing inquires, disputes until Resolution. * Worked closely with vendors like AT&T, Verizon, Century link, Frontier, etc in order to dispute invalid monthly billings and other financial information. * Manage Invoice Exceptions and Identify Billing Errors, Discrepancies, unauthorized charges on MRC and NRC. * Directly interacting with clients and higher management via Emails and Calls (Zoom meetings). * Assisted and Mentored newly hired or less experienced department members in the use of company’s expense management system. * Experience in managing and working on 'NexTEM' portal, a cloud based application which combines different Telecom data and which helps to effectively manage inventory, expenses, contracts, ordering and help-desk activities. * Preparation of Savings Report using Waterfall View for the customers. |  |  |  | | --- | --- | |  | **Education** |  |  |  |  | | --- | --- | --- | | **2015-2017** |  | **M.B.A. : Marketing**  *MM’S IMERT, Pune* |  |  |  |  | | --- | --- | --- | | **2011-2015** |  | **Bachelor of Engineering: Mechanical**  *Babasaheb Naik College of Engineering, Pusad* |  |  |  | | --- | --- | |  | **Accomplishments** |   **●** Star for the quarter(Q3-19)  **●** Two times Extra Mile Award and Certificate of Appreciation during Quarterly Employees Appreciation Day |