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## Career Objective

Business Analyst with over 4 years of experience supporting software solutions and analysing business operations, seeking to use my diverse experience and strong communication skills for the benefit of the company and self

## Experience Summary

### emids Technologies, Bangalore (May 2016 to present)

#### Business Analyst

- Analysed client's business requirements and processes through document analysis, interviews and workflow analysis
- Communicated client's business requirements by constructing easy to understand user stories and business flow documents
- Conducted 5+ levels of testing including functional, regression, user acceptance, integration and performance to ensure client's business needs are met
- Liaise between business and technical personnel to ensure a mutual understanding of processes and applications
- Trained the new joiners on applications supported

#### Associate Analyst

- Prepared functional & technical solution presentation to new and existing customers in the US healthcare market in areas like Application Development, Mobility, Data Management, BI & Analytics, Quality Assurance and Consulting services
- Engaged with key stakeholders to understand & address business requirement & conceptualized, defined and articulated the solution to address specific customer needs
- Collaborated with multiple teams for defining engagement models & approach, team structure, resource pyramids
- Built and refined RFPs/RFIs (Request For Proposals/Information)
- Supported marketing operation requirements around reports and trackers as suggested
- Creation of business cases for sales team to support their proposals
- Collection of data on consumers, competitors and market place and consolidating information into actionable items, reports and presentations
- Social portals analysis on target accounts and contacts.

### Volvo India Private Limited, Bangalore (May 2015 to June 2015)

#### Intern

- Designed the Business Process Framework and Processes for Volvo Group Truck Sales
- Presented industry analysis and sales analysis internally
- Initiated Pre-Sale formalities, Sales Ordering activities of Volvo and Eicher Trucks
  - Created Sales and Service contracts for Volvo and Eicher trucks
- Monitored Weekly Sales and After Sales activities
- Maintained sales forecasting reports

**Infosys Limited, Bangalore**  
(June 2011 to May 2014)

**Systems Engineer**

**Software Developer**

- Enhancement of web application to correct errors, allow it to adapt and improve its performance using jsp and java
- Designed advance SQL queries, procedure to enhance the application performance
- Developed Unix shell scripts to automate batch process
- Worked on the user administration activities on CA Clarity
- Worked on ServiceNow instance for incidents governing supported tools

**Operational Analyst**

- Administration activities such as User Management, Role Mapping, Creating Test Cases, Assigning and Closing Test Cases in HP Quality Center
- Administration activities like Creating Branches, Merging Branches, Setting Labels and User Management in version control tools
- Resolved incidents on HP Service Manager in the most efficient manner

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**Proficiencies**

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- **Domain:** US Healthcare system, Business Analysis, Market Research, Requirement gathering, Bid Management, Proposal Management, Marketing
- **Technical:** UML, MSBI (beginner), ITIL, C, C++, Java, JSP, PL/SQL, Unix Shell Scripting
- **Tools:** JIRA, MS Office, MS Visio, Teamforge, VSS, HP Quality Center, CA Erwin, Corporate Modeller, CA Clarity, ServiceNow, HP Service Manager, Eclipse
- **Personal Skills:** Interpersonal, Communication, Team Player, Flexible, Consistent, Dedication
- **Languages:** English, Hindi, Kannada, Malayalam, Tamil, Tulu, Spanish (Beginner level)

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**Academic Qualification**

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Degree	Institution	Graduation	Percentage/CGPA
PGDM	XIME, Bangalore	2016	5.86/8
B. Tech	Amrita School of Engineering, Bangalore	2011	7.3/10

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**Key Achievements**

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- Runners up- Infusion – HR Competition at XIME
- Volunteered as a teacher and as a counsellor at Sumangali Seva Ashram (NGO) as a part of Socially Useful Productive Activity conducted by XIME
- Secured highest marks among the children of IISR staff in CBSE X standard examination held during 2005

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**Extra-Curricular**

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- Singing | Dancing | Designing | Karate | Badminton | Volleyball | Dodge ball | Event Management

**References**

Will be furnished upon request

Bangalore

Date:

(AISHWARYA A)