Jaspreet Kaur

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---------------------------------- SUMMARY --

A highly motivated and disciplined professional with 1.4 years of experience, primarily within the financial sector, with a specific focus on Card business knowledge and technology. Experience in co-ordinating with business and IT across all phases of software development life cycle for various projects/enhancements. Passionate towards working on project deliverables in time. Proficient in interpersonal and communication skills. Seeking a challenging position and responsibility to work in a pragmatic manner and further my interest in Business Analysis and related field by utilizing my knowledge and skills.

---------------------------------- EXPERIENCE ----------------------------------

Project Manager, 03/2018 to 06/2018
Fluid AI - Mumbai, India

- **Workforce Management for Call Center Project for Barclays PLC**: To predict the number of calls in each department of the call center on a daily basis, using AI engine.
- Worked on Fluid AI Gestures Product for Royal Bank of Canada for Personal & Business Banking.
- Prepared Fluid AI script and persona for Mobile Avatar for Tata Teleservices.

Deputy Manager - IT PMO, 01/2017 to 02/2018
Bajaj Finserv - Pune, India

- Engage client(s) to gather software requirements/business rules, and ensure alignment with development teams.
- Prepare scope document after discussion with the project teams on the feasibility of the requirements.
- Translate stakeholder requirements into tangible deliverables such as functional specifications, use cases, workflow diagrams, and data flow diagrams.
- Prepare project plan basis the timelines and budget allocated.
- Assigning tasks to the project team based on priority and resource availability.
- Co-ordinate with several teams and schedule daily/weekly meetings to understand the status of the project/enhancement.
- Identify and reconcile errors in client data to ensure accurate business requirements.
- Draft and maintain business requirements and align them with functional and technical requirements.
- Propose solution recommendations for a project/enhancement to align business objectives with IT architecture.
- Facilitate daily/weekly/monthly meetings with client(s) to document requirements and explore potential solutions.
- Perform various levels of testing such as - unit testing, integration testing.
- Analyze clients' business requirements and processes through document analysis and workflow analysis.
- Attend regular review meetings and make presentations to small groups.
- Manage the submission of project deliverables to ensure timeliness and adherence to project schedule.
- Collate status reporting, tracking of action items and preparation of minutes and updating the same to top management.
- Maintain a record of all meeting agendas, presentations and dashboards for different projects/enhancements.

CULTURAL ACTIVITIES:

- Created CHAT BOTS on various internal processes of Bajaj Finserv as a part of "Gurukul" - Talent Management Group @ Bajaj Finserv.

------------------------- ACADEMIC BACKGROUND------------------------

Master of Business Administration: Information Technology, 2017
Symbiosis International University - Pune, India

CURRICULUM:

- Scored a CGPA of 8.55 on 10.
- Major in Data Warehouse and Business Intelligence.
- Published a research paper "One-Step Ahead Approach for Selection of Data Warehouse Architecture" in International Journal of Computer Science and Information Technology Research (IJCSITR).
- Response to Direct Islamic Banking - Request for Proposal @ SICSR: Proposed a solution for Islamic Banking as a Business Analyst.

ACHIEVEMENT/AWARD:

- SIU Scholarship Holder: Received Scholarship for scoring highest GPA in all the semesters of MBA-IT @ SICSR, Pune.

Bachelor of Business Administration: Information Technology, 2015
Symbiosis International University - Pune, India

CURRICULUM:

- Scored a CGPA of 3.862 on 4.
- Major in Information Technology.
- Created a clinical website on Panchakarma, Ayurveda with in-built Patient Management System, Online Appointment System and Information Portal using WordPress as a CMS.
- Created a website for an NGO - Panchayat Mahila Shakti Abhiyan, Yashwantrao Chavan Academy of Development Administration (YASHADA) using Drupal as a CMS.

ACHIEVEMENT/AWARD:

- Received a merit certificate and a gold medal for scoring highest GPA in all the semesters @ SICSR, Pune.
- Certified by American Health Care Association on successful completion of First Aid Training.

HSC: 2012
Board - C.B.S.E. – Mariampur Sr. Sec. School, Kanpur, India

- Scored 93.40% in 12th standard.
- Received CBSE scholarship for 4 years for scoring above 90%.

SSC: 2010
Board - C.B.S.E. – Mariampur Sr. Sec. School, Kanpur, India

- Scored a CGPA of 9.0 on 10.

---------------------------------- INTERESTS -------------------------------------

Dancing, Cooking, Singing Shabads.

---------------------------- ADDITIONAL SKILLS----------------------------

- Knowledge of ERP software – Ramco ERP, Finnone.
- Proficient in Microsoft Office (Word, Excel, Outlook, PowerPoint).
- Hands-on knowledge of SQL & Oracle database, and reporting tool - Tableau.
- Familiar with various software development methodologies such as Agile and SDLC.
- Hands-on knowledge on various Project Management Tools like: JIRA, ProductDossier TouchBase, ZOHO.
- Good knowledge of Bonitasoft BPM tool.
- Strong leadership and presentation skills.
- Good interpersonal and communication skills.
- Quick-learner and multi-tasker.
- Possess problem-solving and decision-making skills.
- Positive personality and a good team-worker.
- Good organizational and management skills.
- Able to work under stressful situations.