

Sunil Narnaware

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Professional Summary

- Around 5+ years of experience in management & technology in IT industry with esteemed clients such as Benchmark Systems, Shoppers Stop, Liberty Videocon General Insurance, NXP semiconductors, Trident Microsystems & Nokia
- Expertise in the field of Project Management and Business Analysis in Microsoft Dynamics Applications (CRM and Marketing), E-Commerce Technology, Market Research, Concept Marketing, Embedded Systems
- Experience in full life cycle project development, including design, coding, testing & product support
- Highly valued startup experience, grew company 300% across various departments such as development, testing, marketing, and mentored one developer to promotion to team leader
- Helped achieve customer 10% of organizational level KPI through custom fast track claim module in CRM
- CRM Go live in 45 days for the contact center of a major customer in retail industry and subsequent CRM service module roll out for stores across India, with multiple systems integrations
- Can do entrepreneurial spirit with good interpersonal skills and proficient in working independently
- 'Champion Award - Customer' across Sasken Global, for excellent contribution & addressing customer issues on time with good quality, in spite of critical work pressure, Q3 –2010
- Nominated for 'Award of the Quarter' for exceptional customer delivery across Sasken Global, Q3 –2010
- Several spot awards & appreciations for on time customer delivery, issue resolution and cross project help

Professional Experience

Pragmasys Consulting LLP

Associate Consultant (Business Analyst)

May 2015 – Present

- Primarily responsible for designing solutions to business challenges in their product and functional area
- Perform functional analysis and gather requirements from various business functions
- Create business requirements documents and component design documents that meet the business needs, adhering to departmental documentation standards
- Facilitating the negotiation of requirements amongst multiple stakeholders
- Deliver component requirements (including data mapping) to developers and serve as the developer's point of contact for clarification and follow-up throughout the development process
- Responsible for the functional testing of the application (development and configuration)
- Create and deliver user documentation as necessary to ensure proper use of changed and newly implemented efforts
- Analyze production issues as necessary to determine the cause of the issue and determine the necessary course of action for resolution
- Involved in security/authorization set-up, data interface design, data migration and reconciliation
- Work closely with other IT teams (ERP/Architecture) to ensure CRM designs are aligned with the overall solution strategy and leverage the core systems features in MS Dynamics CRM or Custom Applications where appropriate
- Serve as IT's point person for addressing issues and enhancements related to the specific product and functional area

Freelance E-Commerce Technology Consultant

January 2014 – April 2014

- Consulted a client about the technology platform for their e-commerce venture and cloud hosting
- Devised the strategy for social media marketing for client's e-commerce venture
- Assisted in requirement gathering and development of the technology platform

- Analysis of potential market for entry, market size, competitors
- Created business documents which include investor pitch and executive summary for investors
- Setting up and managing technology operations of the organization such as payment, email and sms gateways, PoS system, sugarcrm, bug tracking and version control system
- Managed regulatory compliances for the organization which include compliances for Foreign Direct Investment and Overseas Direct Investment
- Accomplished organization's promotional events across Pune and Mumbai
- Streamlined organizational processes such as product release schedule, host and guest payments
- Managed organization's IT and Non-IT infrastructure
- Handled recruitment & induction of candidates into the organization

- Created business documents which include investor pitch and executive summary for investors
- Analysis of potential market for entry, market size, competitors

- Design, development & porting of usb class drivers for usb stacks (Flexistack & Oxford usb stacks)
- Mapping customer requirements into functional requirements and delivery of the requirements
- Analysis, planning & monitoring of usb and network stacks related requirements
- Development of applications to test newly added usb class drivers
- Bug analysis, verification & fixing in usb stacks & network drivers which lead to increased usb & network performance by 30-60%
- Design and review of test cases for usb and network stack testing for unit and system testing
- Critical bug fixes & timely delivery leading to on time product demo in Consumer Electronics Show, Las Vegas 2011
- Timely bug fixes & delivery led to on time production for NXP Semiconductors' major customer
- Testing of usb & network applications on PNX 1005, PNX 1500 and PNX 1700 for each release cycle

Academic/ Industry Projects

- Research project on Near Field Communication technology, current market analysis & future prospects
 - Premeditated Near Field Communication (NFC) technology
 - Studied current NFC market, worldwide projects & associated businesses
 - Provided insights onto adaption of Near Field Communication technology
- Research project on examples of cloud and SaaS based offerings in education industry
 - Research on cloud technology, Software as a Service (SaaS), Platform as a Service (PaaS)
 - Studied different cloud & SaaS service providers and their offerings
- Logical database design for a tablet company as a Database Management Systems project. It included analysis of business model of a tablet company, designing process flow & entity relationship diagrams
 - Analyzed different business models & marketing strategies of leading tablet manufactures
 - Devised business model & marketing strategies for the virtual tablet company
 - Prepared entity relationship diagram & process flow diagram for the virtual tablet company

Academic Achievements

Qualification	Year	School / Institute (Board / University)	Marks (%)
PGDBM (Systems)	2013	Sydenham Institute of Management Studies Research & Entrepreneurship Education, Mumbai (Govt. of Maharashtra)	71.65
B.E. (Computer Science & Engineering)	2008	Walchand College of Engineering, Sangli (Shivaji University)	64.50
12 th	2004	Jawahar Navodaya Vidyalaya, Kagal (CBSE)	84.00
10 th	2002	Jawahar Navodaya Vidyalaya, Kagal (CBSE)	84.60