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**Profile:**

A proactive and result-oriented Business Analyst/ Project Manager. Worked in various domains, well versed withSoftware Development Life Cycle Methodology (Agile, Waterfall etc.). Passionate about deep diving into data and doing quantitative and qualitative analysis, can help drive business intelligence decisions using metrics, visualizations and analytics. Always recognized as an "out of box" thinker, collaborator and a team player.

**A quick learner** with excellent verbal and written, communication, problem solving and analytical skills. Extensive experience working with **Business Users**, **Developers**, and **QA teams** to ensure the delivery of quality systems and products within deadlines and budget.

**Professional Expertise:**

* Thorough understanding of all phases of the **Software Development Life Cycle** (**SDLC**) and **Rational Unified Process (RUP)**
* **Extensive knowledge**of**Business process reengineering** Worked on **DMAIC** (Define Measure Analyze Improve Control) and also on **DMADV** (Define Measure Analyze Design Verify) methodology
* Developed client’s new business strategy including **Process Automation**.
* Extensive knowledgeofworking with different web technologies(2.0) including **external facing websites** wiki’s, Social networking sites
* Experience with Data warehousing/Business Architectures and intranet a/internet technologies
* Conducted detailed data analysis on large complex data using **MS Excel** and put it in simple presentable form using **pivot tables**
* Participated in requirement **Feasibility Analysis** with **architects** and **developers** establishing strong negotiation and interpersonal skills
* Proficient in **Gathering Requirements** from **cross functional teams** using techniques such as interview, questionnaires, brainstorming, storyboarding, andprototyping
* Adept at creating **Unified Modeling Language** (**UML**) diagrams, including **Use case diagrams**, **Workflow,** **Swim lane diagrams,** using **Microsoft Visio**
* Strong skills with eliciting and documenting project artifacts such as User or **Business Requirement Documents (URS/BRD),** **Functional Requirement Specifications** (FRS), and **Detailed Use Cases**
* Deep exposure to **requirement management** tool such as Rational Requisite Pro
* Conducted Joint Application Development (JAD) sessions with Business Owners, **Developers,** and **QA** team to deal with business and technical issues and resolving the issues
* Experienced in defining Configuration and Change Management to maintain an orderly process of requirement changes and completion of change request deliverables and Deadlines
* **Good understanding of IaaS & PaaS and Amazon Web Services (AWS)**
* Experienced in **facilitating UAT** and **testing** sign-off by creating UAT plan and UAT workflows

**Education**:

* Masters in Economics –San Jose State University; GPA ( 3.5)
* MBA

**Professional Experience**

**Cisco Systems, San Jose, CA** (March 2014- Current)

Project Manager/ Business Analyst

Worked with SSPG (Cisco Services) on Developer Eco System Project & Developer challenges (with TopCoder) to **accelerate the awareness, adoption, consumption, and extension of Cisco web services (APIs, SDKs, etc.)**

**PM/BA for Cisco Cloud store Builder & Mobile Advertising project (both in pre-market trail stage)**

**Responsibilities**

* Conducted Research on Internal & External Cisco API &Apps , created the database of around 2000 Cisco API & 100 Apps
* Conducted competitive analysis of Developer Community
* Created Business Requirement document & workflow diagram using MS Visio for Developer Exchange Community User Interface
* Conducted marketing research on various developer community & mascots & gamification sites
* (badgeville) to get ideas for Developer Exchange Community
* Worked with TopCoder & cross functional team in Cisco to conduct developer challenges
* Created marketing plan & worked with cross functional marketing team cisco & TopCoder to promote developer challenge utilizing social media, newsletter’s, video’s blogs & community posts
* Coordinated meeting with challenge panelist to judge the challenge submission and created scorecards & summary presentations
* Created two WebEx social community on Developer Challenge to share details with internal cisco teams
* Utilized salesforce.com to looked into support cases & worked on prioritizing them with TopCoder
* Created test cases to verify the mobile App for the support community
* Conducted competitive analysis & details research on companies providing cloud based services for

**Cisco Cloud store Builder Project**

* Coordinate with cross functional team in India & China to get updates the task on weekly basis for **Mobile Advertising project**

**Cisco Systems, San Jose, CA** (July 2013- Sept 2013)

Business Analyst

Worked with CBO/Channels for Cloud|SaaS Enablement initiative. This project is to accelerate SaaS capability delivery using Cisco’s core ERP and other RTB enterprise systems. Goal is to enable 1T direct resellers the ability to configure, quote and order subscription based SaaS.

**Responsibilities**

* Analyze the as-is processes and worked on creating the to-be process-flows based on upgrade and functionalities added in quarterly releases
* Collaborated with overarching program team, BU & cross functional teams illegal, on boarding, marketing,Q2O,SBP,IT and **Cisco WebEx** on engagement with Tier-1 Partners on SaaS model
* Worked with cross functional team stakeholders to gather business & functional requirements for SaaS enablement project
* Compared the legal document with Pilot Tier-1 Partners qualification list to ensure the alignment
* Coordinated the meetings with PDM (partner development manager) AM & PSM’s and Tier -1 Partners to understand the requirements for SaaS model
* Worked with CCW team to understand the quote and ordering process for creating quote, deals & nonstandard deals
* Worked with SBP team to understand the requirements for invoicing (0$ invoice, Invoice notification)
* Created test script for Q1FY14 release and participated in UAT using Quality Center to file defects
* Helped to create training material and partners playbook as a part of change management effort
* Created Team **IWE site(WebEx Social)** to communicate roadmap and milestones share documents &updates with the larger audience

**Cisco Systems, San Jose, CA** (Jan 2013- May2013)

Business Analyst

Worked with Corporate Affairs group as Business Analyst, for Education Programs/Partnerships team. The project aims to **promote WebEx Social externally** for social causes like Skoll Foundation and Healthcare without harm. Help social entrepreneurs to connect, communicate, and collaborate more effectively, by usage of **social networking site** (WebEx Social) & Mobile **app** (Android and **IOS**) deployed **on Cloud Infrastructure.**

**Responsibilities**

* Work with cross functional teams internal and external to Cisco for implementation of **Cisco WebEx Social** for Skoll & Healthcare without Harm employees
* Writing BRD based on the requirements of skoll foundations and conducting detailed analysis of the same
* Develop Use case based on different scenarios of previous forums and upcoming **Skoll World Forum 2013**
* Worked on creating the **online community** for Skoll world Forum
* Manage the online Communities, helping new member in the communities by training them to use the communities in most efficient way- **streams, discussions, posts & blogs**
* Coordinate with WebEx team, **Mobile app team**, Developers on daily and weekly basis to work on latest issues, resolutions and updates.
* Updated the communities by **creating new spaces** & content inorder to enhance collaboration
* Worked with development team, create test cases/ test scenarios and work towards resolution of the issues
* Extensively Conducted the functional & data testing of both the Web & Mobile apps [ **Android** and **IOS**] for Skoll world forum
* Conducted comparative analysis of the previous forums & the current forums
* Worked as a support lead with Skoll delegates to resolve issues and promote the usage of various functionalities of the social platform to communicate & collaborate more effectively

**Cisco Systems, San Jose, CA**  (April 2011- Jan 2012)

Business Analyst

Worked with CDO marketing teams as Business Analyst, for product life cycle management. The Product End-of –Life operations aims to balance business capabilities with customer commitments, prevent adverse customer impact, protect and grow Cisco market and increase customer satisfaction along with product and service revenue.

**Responsibilities**

* Performed initial analysis and developed a roadmap for customer to efficiently conduct end-of-life operation (EOL).
* Worked with cross functional groups on planning the end-of-life process for various products as per Cisco policies and guidelines.
* Trained customers to use the **End-of-Life tools** to efficiently follow the process.
* Collaborated with cross functional teams (**PSPRIT, MARCOM Manager, Layout Vendors**) during various stages of EOL.
* Helped customers with the **deviation process** by seeking approvals from **VP**’**s**, **directors** and **controllers** through **VAP**.
* **Run reports** on customer data and conducted data analysis to support the process, using Click Stream **(BI)**
* **As a support lead worked** with the internal team to resolve the customer issues which comes via **Remedy,** emails and Alias etc. on daily weekly and monthly basis.
* Presented internal team the weekly status of open, closed, work-in-progress support cases and over all **support status** based on customer surveys
* Lead weekly team meetings for updating and documenting the quick reference guide to resolve customer queries.
* Worked with development team on upgrading of the tool using **Agile Methodology** based on weekly feedback from customers.
* Supported the developers and QA with new versions of the **End-of-Life tool** by testing and verifying the data.

**Cisco Systems, San Jose, CA**  (April 2010- March 2011)

**Business Analyst**

Worked with Video and Emerging Technology IT Group at Cisco systems for Telepresence Solutions. As Business Analyst, I have worked for the three key projects:

**Cisco on Cisco Tandberg Video Enablement program**; is integration of the Multiple Tandberg End points, and Interop Capabilities into the corresponding infrastructure into Cisco Telepresence product family.

**Cisco IT Video User Experience program**; is a Cisco wide initiative to improve the Video User Experience; the purpose of the project is togather and categorize Use Casesforvarious types of Video Services offered in Cisco at present into a single, flexible model that identifies, the needs, gaps of the present Video services and provide inputs to Video Strategy Architecture team to influence the product roadmap /feature sets. Implementation of immersive Telepresence experience **Active Collaboration Room** (**ACR)**, **Large Conference** **Room** **(LCR)** & **Virtual coffee** Room

**Responsibilities**

* Worked with Project Manager and cross functional team on **phased rollout strategy** of Cisco on Cisco Tandberg Enablement Program
* **Designed a engagement Process** which can be consistently leveraged across New solutions & products and worked on the **internal review of the engagement process** with Strategy, Operations & Deployment teams
* Document Video collaboration, **business requirements** using integrated Cisco TelePresence and Tandberg (TTG - TelePresence Technology Group) portfolio of products. This includes deployment of end-points, Interop capabilities and corresponding infrastructure
* Created **FAQ’s** to provide answers to Sales & other organization related specific queries on Cisco IT initiatives for Cisco on Cisco Tandberg rollout and provides details about the strategic rollout plans, infrastructure readiness, dependencies and timelines for production infrastructure implementation and end-point provisioning.
* Updated and worked on Cisco-on-Cisco Tandberg Video Enablement **Program** **wiki**
* Developed a process framework for **Cisco IT Video User Experience program**: use cases, prioritization, business engagement, custom solutions, architecture alignment, services alignment
* Define all video use case tracks & Identify leads for architecture & business engagement
* Conducted meetings and **focus group interviews** with the Project managers of cross function teams to collect and review Use Cases & Use case diagrams (**Visio**)
* Document and prioritized the Video Use Cases from **B2B**, Cisco on Cisco TelePresence, TelePresence & Tandberg, **Conference room enhanced Audio Visual** (EAV), **Large conference room** **TP over Broadband**
* Conducted **Testing** and support for **Active Collaboration room** (ACR) and other POC (Point of concept) large conference room and acted as Telepresence room Proxy on Outlook.
* Worked on Program wiki, requirement document, **UAT** & Other documents needed during concept commit (CC) Execute Commit (EC) & Design Review (DR) Training & Support
* Helped the team by taking care of business operations during the course of every project and updated project status on Emerging Technology Management System (ETMS)

**Indigo Solar**  (Aug 2009 – Feb 2010)

**Project Manager / Business Analyst**

Indigo Solar is an early stage startup which provides solar photovoltaic solutions that range from stand-alone systems to full scale BIPV (building integrated photo voltaic) systems. At indigo solar it was required to work on multiple avenues such as Business development, **Business to Business (B2B)**, Product Market Survey and Business operations.

**Responsibilities:**

* Performed initial analysis and documentation of project scope and level of effort estimates prior to project approval (Pre-Project Assessments).
* Worked on establishing the roadmap in terms of functional capabilities, business processes and implementation strategy for the new system.
* Defined and managed **Work Breakdown** **structure** including project activities and timeline also involved in **risk analysis/assessment.**
* Created competitive analysis and created a marketing package for **ECO lighting** solutions and **stand-alone home power systems.**
* Sent **questionnaires** and **interviewed** Business area experts to understand **business problem domain** and elicit User requirements.
* Send **RFP to the identified vendors** based on detailed analysis
* Create a **Vendor database** for maintaining a structured sourcing of components.
* **Maintain and follow up on the various vendors across the India and China.**
* **Evaluated AWS for backend data processing and daily power report generation.**
* Carried extensive Market survey and understand the requirement for the new product introduction in the efficient lighting solutions.

**Cisco Systems, San Jose, CA**  (Sept 2007- Dec 2008)

**Business Analyst/Project Analyst**

Worked for **Customer Advocacy**, on **Outside Services supplier rating program (Vendor Management)**. The Program reinvented supplier sourcing through the identification and adoption of best-value suppliers and a sustainable supplier management methodology, which **reduce cost** to Cisco and **increase quality** of services delivered by suppliers. This project was **Cross-functional** process with stakeholders from all CA groups, Global Sales Operations (GSOps), IT, and Manufacturing organizations.

**Responsibilities:**

* Joined the project at inception stage –worked closely with Project Manager in **understanding** the **workflows** and **Redesigning the existing Business Process**
* **Updated business process flow** diagram by adding **new process** using **MS Visio**
* Worked with strategic spend management group and send **RFP** to around 300 vendors using **Ariba –Prosource**
* Worked on **services contract**, diversity status, agreement in details of each **300 vendors** based on the **RFP response**
* Conducted surveys of Cisco managers on supplier’s performances using **eLustro.**
* Acted as a **Project lead** for HR related job profiler project, created format for job matrix and 68 job roles using **Virtual edge**
* Interfacing with managers of **cross functional group** to gather and refine supplier rating and job skill data
* **Collaborated** with Strategic spend management group to conduct online bidding for various job skills and derived competitive bid rate cards from suppliers and presented statistics to management
* Carried analysis using **lookup and pivot table ( MS Excel)** on Catalogs, Roles, Diversity, Saving etc. for **VP package presentation** & updated the PowerPoint from time to time
* Conducted **meetings** with project managers of **cross functional teams** to **gather business requirements**, fill in the gaps to complete missing information and created requirement traceability matrix
* Created detailed **use case** and **use case diagram** for the web search tool and **flow chart** for usage Model for the web portal
* Conducted meetings with **front-end** and **backend developers** on **business requirements** & used techniques like **storytelling** and **white boarding** to explain the requirements to the developers
* Worked with engineers & developers to develop the **MS Access** reporting tool for supplier ranking and rating project
* Worked with web developers & engineers to **develop outside services supplier rating program website.**
* Performed functional **verification testing** for the reporting through the development phase and in each step of the feature additions.
* Found flaws and bugs in the reporting tool and worked with development team to resolve the issues
* Documented comments made by users on **web portal**, for new Initiatives or enhancement in the Portal.
* Provide weekly/monthly updated XML files to the web programmers for the portal
* Coordinated with communication team to **develop program Wiki and update the Wiki with program results and reports on monthly basis**
* Created Due Diligence Form template & Edited/Formatted **SOW template** to be used in **program Wiki**
* Maintained all the vendors’ **database** and other data related to the Outspend management from daily weekly / monthly / quarterly basis.
* Pulled the **Reports** from the **click stream** (BI) on the usage of the **web portal**