Shad Khan

Senior Business Analyst

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Objective

Highly experienced IT business analyst with over 5 years of experience in project management, service delivery operations, client management, stakeholder management, team monitoring, process mapping, and data analysis. Proven ability to deliver IT projects on time and within budget. Strong problem-solving skills and ability to think strategically. Excellent communication skills and ability to convey technical information to non-technical stakeholders. Proficient in use of tools like Jira, Rocketlane, and Visio for project management and process mapping.

Work Experience

Yellow.ai- Senior Business Analyst (Oct 2022 – Present)

• Identifying business requirements and creation of proof of concepts for the optimal use of Yellow.ai platform for the client.
• Collaborating and monitoring project teams and cultivating rapport with clients to ensure project delivery.
• Concurrently managing and delivering more than 10 projects to various SEA clients(mainly Thailand and Malaysia).
• Preparing process flows and diagrams to automate business processes through Yellow.ai chatbot platform.
• Utilizing low code no code solution provided by the product to ensure all business requirements are implemented as per SOW.
• Leading a team of developers, testers and BAs to ensure service delivery to the clients.
• Helping clients in conducting UAT to ensure bug free and good quality chatbots.
• Working closely with Director, Engineering teams to improve the overall experience for clients.

Infosys Limited- Senior Associate Consultant (May 2021 – Oct 2022)

• Working with the client and senior management to understand and communicate weekly sprint requirements to desired stakeholders.
• Conduct RCA (root cause analysis) to identify issues and scope of improvement within the business process.
• Conducting primary research through interviews and questionnaires of clients to get a better understanding of the business requirements.
• Creation of BRD, FRS, HLD, and DLD for project developers and clients.
• Analyze and gather user requirements using use cases, mocks, and standup meetings.
• Assigned tasks to associates and updated all involved parties to ensure business delivery and deadlines are met.
• Produced multiple reusable documents to support knowledge transfers regarding business processes.
• Acting as a functional consultant to test implementations within the said sprint.

Accenture Solutions- Application Developer Analyst (March 2016 – May 2019)

• Analyze clients' business requirements and processes through document analysis, workshops, and workflow analysis.
• Conduct testing including functional, regression, user acceptance, integration, and performance to verify client's needs are met.
• Act as a liaison between business and technical personnel to ensure a mutual understanding of processes and applications.
• Analyzed high-level requirements to create business effective solutions.
• Creation of BRD, FRS, SRS as part of the BA team.
• Increased efficiency by 99% of two business processes for clients which resulted in exponential cost savings with the help of data and elimination of redundancies in the workflow.
• Researched and prepared a monthly project health report with the collaboration of the QA team to gauge the operating inefficiencies of the respective project cycle.
• Led a team of 4 associates to deliver 1000+ requirements/change requests across the project lifecycle.

Education

Year	Degree	Specialization	College Name
2019 - 2021	MBA	**Major:** Operations Management **Minor:** Information Systems	Symbiosis Institute of Management Studies, Pune
2011 - 2015	BE	Information Technology	Army Institute of Technology, Pune

Skills

RCA (Fishbone & Why-Why Analysis); Visio; Draw.io; Requirements Gathering; Process Flow Mapping; Documentation (BRD, FRD, SRS); Agile Methodology; RFP; Microsoft Office; Functional Testing; Manual Testing; Jira; Scrum; SQL; Interpersonal Skills; Time Management.

References

- **Indraneel Bhattacharjee**   Senior Associate Consultant at Infosys Limited;   7387197887;   indraneel.b@infosys.com
- **Honey Dayal**   Team Leader at Accenture Solutions;   9958207419;   honeydayal26@gmail.com