

Shad Khan

Business Analyst

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Objective

Senior Associate Consultant with 4 years of experience seeking a Business Analyst role. Have experience in designing business processes to reduce complexity and increase efficiency up to 99% by leveraging data and automation techniques.

Work Experience

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

- Understanding customer requirements for the project and maintaining project timelines to ensure smooth delivery.
- Building and maintaining relationships with key stakeholders and identifying and capitalizing on improvement opportunities.
- Identifying innovative ways to increase customer satisfaction and evaluating the performance of project teams to ensure that targets and deadlines are met.
- Communicating ideas and viewpoints to senior management and acting as a liaison between business and platform team.
- Concurrently managing multiple projects and leading multiple development, QA teams to ensure delivery.

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

- Working with the client, senior management, and technical team 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 for the product.
- Creation of BRD, FRS, HLD, and DLD for project developers and clients.
- Analyze and gather user requirements using use cases, mocks, and standup meetings.
- 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 development personnel to ensure a mutual understanding of processes, applications and manage communications among stakeholders.
- 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.
- 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); 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

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|--------------------------------|-----------------------------|---------------------|------------|--|
| Indraneel Bhattacharjee | Senior Associate Consultant | Infosys Limited | 7387197887 | indraneel.b@infosys.com |
| Honey Dayal | Team Leader | Accenture Solutions | 9958207419 | honeydaval26@gmail.com |