

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

Infosys Limited- Senior Associate Consultant (May 2021 - Present)

- 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

C# Development; Project Management; RCA (Fishbone & Why-Why Analysis); Requirement Gathering; Process Mapping; BRD; FRD; SRS; Agile Methodology; Advanced Excel; Microsoft Office; Functional Testing; Manual Testing; SQL; Interpersonal Skills.

References

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