**Experience:**

**TOAST INC,**

*Service operations Analyst/ Subject Matter Expert for Gift cards/ Loyalty ( April 2017- Present)*

* Work for Customer Success Department, especial focus on service department where I collaborate with our service ops team to develop problem solutions by describing requirements, studying system capabilities, analyzing alternative solutions
* Develop project estimates by identifying phases and elements, personnel requirements and costs and verify results by completing tests
* Involved in documentation and reporting and attaining smooth operations for service team
* Maintain quality service by establishing and enforcing organization standards
* Preparing reports by collecting, analyzing and summarizing information and run weekly, bi-weekly for leadership team to help make efficient decision making
* Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal network
* Contribute to team effort by accomplishing related results as needed
* Initiated contingent labor, build a process for contingent labor management
* Resolve questions and concerns regarding Payroll and timesheets
* Subject Matter Expert for Gift Card/ Reward for Customer Success Department
* Perform Data evaluations and data imports for Gift Cards/ Reward
* Handle basic and highly escalated issues related to Gift cards/ Rewards for Customer Service Department
* Plan, Build and Deploy efficient process regarding Gift card/ Rewards
* Work with team to obtain resolution for set visions

**University of Massachusetts School, Charlestown, MA**

*Data Entry/Data Coordinator* (Dec 2016- April 2017)

* Performed data entry of member’s lab reports in Billing System
* Performed eligibility check from Mass.gov MMIS system
* Analyzed and Register new members in the Billing System
* Mapped member records with MMIS system and Billing system and mitigate gap by editing, updating members information
* Performed research to support data integrity efforts of PPR vaccine team
* Filed and organized incoming contracts and correspondence
* Provided administrative support like receiving and distributing incoming mails, making photocopies, faxing documents and utilizing computer to perform various correspondence and documentation related activities.

**Capital One Financial Corporation, Richmond VA**

*Business system Analyst (March 2015- August 2016)*

* Extensively involved in Data Migration project, where I partnered with cross functional teams and sales system project team to produce requirements and design for business capabilities that align to company’s strategies
* Provide guidance on salesforce matters and became a subject matter expert for salesforce technical information flow
* Extensively involved in updating, tracking projects and making sure the project reach the assigned deadline by making sure project blocks are being worked on in efficient ways.
* Extensively participated, communicated, analyzed and documented system configuration and integration requirements from product owners to project technical team members by breaking the requirements into user stories and achieving sign-off from technical and product managers.
* Extensively collaborated with stakeholders, project team members, third party vendors to gather requirements around workflow process, validation rules, triggers, and error messages design layouts utilizing various elicitation techniques like meetings, workshop, JAD sessions, conference call etc
* Monitoring new salesforce release features/functionality and providing recommendations for process improvements and advise on sustainability to exiting salesforce implementation
* Utilized Version One for AGILE Project Management and CUCUMBER/GHERKIN for automation testing. Utilized Company build standard templates and build new templates to build business requirements documentation, functional requirements , risk analysis documents.
* Performed various data mapping and data analysis activities for Salesforce CRM System and recommended effective system integration/configuration solutions as needed
* Collaborated and worked on tracking issues with developers and testers on behalf of business users to support and achieve business solutions. Provided assistance on QA and UAT testing as needed.

**West Marine, Watsonville, CA**

*Technical writer and Project coordinator (March 2014- Dec 2015)*

* Worked hand on hand with Ecommerce Operation Director where we collaborated with various departments including Merchandising, Marketing, SEO, and Logistics to understand business need of West Marine B2B and B2C consumer group
* Extensively worked on performing research and doing analysis and planning for creating projects for technical team
* Launched various meeting and conducted scrum meeting
* Track project progress and made sure Zira workflow was updated correctly
* Conduct various research and analysis, build user stories for business-to-business and business-to customer E-platform customer.
* Actively involved in coordinating meetings between third party vendors, Product owners and project team to gather requirements around online shopping experience and its data management
* Perform research and Analysis, communicate stakeholders and third party vendors, work closely with technical team and product team to acquire efficient solution.
* Gathered requirements, develop user stories and build backlog by utilizing various elicitation techniques to constantly improve , modify and enhance West Marin’s Business to business, business to customer desktop and mobile shopping experience
* Worked closely with Development and QA team to assure that the user stories built are broken into user stories or use cases so that the requirements are better understood.
* Collaborated with testing team to keep track of defects and open items and communicated with developing team to make sure that the development matched the requirements.
* Utilized JIRA and Confluence to track project development progress and documentation.
* Worked together with development team and actively participated in providing technical solution to subject matter expertise
* Worked on upgrading, configuration and integration of Ecommerce Suite like SAP HYBRIS, ORACLE ENDECA, GOOGLE ANALYTICS, IBM ISeries/ AS400 (Inventory/ Purchase Order Management System), JDA (Merchandise Management System) etc.

**Chevron Corporation, Bakersfield, CA**

*Data Modeler/Project coordinator (July 2012-Jan 2014)*

Data Modeler for Project Well Reliability and Optimization team

* Extensively involved in communicating with Subject Matter Experts and documenting the process
* Teamed up with Data Administrator to collect LOWIS Application information flow for different Tables in Database
* Extensively involved in gathering information, documenting information flow and tracking the gap between data flow
* Built conceptual and logical model of LOWIS System through ERWIN data modeler tool for WRO audit. This model helped business user have more data clarity and identify data gap on LOWIS System

Business system Analyst

* Worked as Business System Analyst in CAPEX Pilot Project called SAFIRE. The initiation of the project was to replace Legacy Well Testing System with Fully Automated SAFIRE meter read
* Experience with Waterfall software development life cycle.
* Co-ordinate with Project Manager to build Project Plan, project risk analysis, SWOT Analysis to determine if the project is right fit to further research
* Modified Business Requirement Document, Functional Specifications and build templates for further project required documentation.

Project Co-Ordinator

* Extensively involved throughout project planning to deployment process
* Co-ordinated with Senior Project Manager in OPEX Human Resource Contingent Labor Management Project called FIELDGLASS
* Intent of the project was to implement Contingent Labor Management System named FIELDGLASS (Enterprise Level Project, Hudson TX) to many more Chevron locations including Bakersfield, CA
* Performed various data integrity activities (Risk analysis, GAP analysis, run daily, weekly data reports etc.) To maintain data security, accuracy and consistency of data stored in legacy database called ACTIVE FACTORY, PI HISTORIAN, SAP ARIBA, ENERGY COMPONENT SYSTEMS
* Outlook, SharePoint, IM, Visio, UML diagrams, RACI charts, reviewed and writing test cases, test scripts and test scenarios, tracking defects, change management and training end users
* Worked with Human Resource and Financial Team and performed analysis and documentation of various dependent systems, their need for configuration and integration with newly implemented system and FIELDGLASS process flow

**Papa John’s Pizza, Restaurant Company, Providence, RI**

*Assistant Manager/ Manager* (*Sept 2010- Aug 2011)*

* Familiar with franchise store procedures and operational activities that is needed for store to achieve pre-set goal
* Extensively involved in team building and retaining employees
* Involved in resource allocation and employee scheduling between multiple stores
* Review financial transactions and oversaw store operations including scheduling, training employees, and helped supervisor achieve financial objectives
* Provide managerial support to general manager around maintaining safe, clean and healthy work environment
* Communicate with team members and provide assistance regarding employees issues and training new employees
* Extensively involved in providing customer care, customer support and assistance
* Facilitated weekly inventory estimates, truck logistics, ran marketing campaigns, reports, on-boarding, off-boarding and payroll of employees

**Internships:**

**College of Saint Rose, Albany, NY**

*Graduate Assistant (Sept 2008- Sept 2009)*

* Supported Director of Admissions for International Students
* Participated and conducted various events for international students and cultural programs, tea parties, meetings etc.
* Built catalogue which was sent to international students whose application was accepted by college
* Communicated with and on-boarded international students and contributed to helping them get used to new environment

*Alumni call center (Sept 2008- Sept 2009)*

* Connect with alumni’s from Saint Rose and request for their interest on making pledge for various development activities in the college

**Education:**

Cambridge College, Cambridge, MA ( In Progress)

Master in Management

**Skills:**

Microsoft Office Suite, IM, Skype for Business, VPN, Confluence, Jira, VersionOne, Cucumber/Gherkin, SharePoint, Gateway, Salesforce CRM, Hybris, I Series ERP, Fieldglass, Ariba, Kronos, LOWIS, SAFIRE, SQL, Agile and Waterfall, ORACLE, SAP, UML, VISIO

**Languages:**

Fluent in Nepali, Hindi, Urdu and English