**Manu Goswami**

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**Objective:** On a lookout for a Business Analyst position in a reputed organization where I can utilize my CS background and Business Analyst experience. I intend to make a significant impact on the clients business and assigned projects.

**Executive Summary:** A Information Technology Engineering graduate with 4 + years of IT Business analysis experience across multiple domains. Expertise in preparing Requirement documents, Requirement models, Wireframes, and Prototypes using software such as MS Word, MS Visio, Balsamiq, Bizagi Business Process Modeler.

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| --- | --- |
| **KEY SKILLS**  **UML 2.5**  **Business Process Model and Notation 2.0**  **Agile / SCRUM**  **MS Visio 16**  **Balsamiq 3.5**  **Gap Analysis/ BPR**  **Process Analysis & Monitoring**  **Reqmt. Documentation**  **Wireframes & Mockups**  **SQL**  **Jira/Zoho** | **PROFILE SUMMARY**   * **4 + years of successful IT Business Analyst** experience across the entire project life-cycle including Requirement Analysis, Project Implementation, Testing, Pre-Sales, etc**. Completed** requirements and business analysis of **3 IT projects.** * In-depth knowledge of different **Systems Development Lifecycle (SDLC) methodologies** like **Waterfall &**  **Agile Methodologies** such as **Scrum.** * Proficient in creating **Wireframes, Mock-ups** and **Software Prototypes** during pre-project and requirement phases using **Balsamiq, MS Visio for Office 365.** * Analysis of **business requirements** to develop **Functional** and **Non-Functional requirements, product backlog** and preparing different artifacts such as **Functional Requirements Document (FRD), Software Requirements Specification (SRS), and Business Requirements Document (BRD).** * Design Business process models using **BPMN** tool to express business process and prepare process dashboard, information flows defined by stakeholders. That includes Process modeling, Process Validation, Process monitoring & simulation. * Preparation of UML models such as  **Use Cases, State Machine, Deployment, and Activities** using **Microsoft Visio Pro 365.** * Active participation in various software testing activities and phases including User Acceptance Testing. * Adept in client facing activities and communicating with multiple stakeholders * Proficiency in writing SQL queries. * Proficient in working on a project & issue management software like **Jira** and **Zoho Projects.** * Preparation of Product Backlog / Scrum Backlog, Burndown charts |

**ORGANISATIONAL EXPERIENCE**

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| --- | --- | --- |
| **Organization** | **Growth Path** | **Duration** |
| EbixCash,Noida | Sr Process Associate | Jan’17 to Till Date |
| EbixCash,Noida | Process Associate | Sept’16 to Jan’17 |

**IT SKILLS**

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| Methodology | Waterfall, SCRUM, V Model |
| Modelling Frameworks | UML 2.5, BPMN 2.0 |
| BA Software | Visio 16 / MS Visio Pro for Office 365, Balsamiq 3.5, Bizagi Business Process Modeller, JIRA, Zoho |
| Documentation | MS Office (MS Word, MS Excel, MS PowerPoint) |
| Operating System | Windows 7,10 /XP/Vista, Linux |
| Databases | Oracle, MS SQL Server, MySQL |

**Detailed Work Experience**

**Independent Consultant – Sr Process Associate: (Sept,16 to till now)**

**Project Title: Online Insurance Policy Management**

**My Responsibility:**

1. Requirement elicitation from the client.
2. Prepared Software requirement specification.
3. Prepared Use Cases.
4. Prepared multiple wireframes by using Balsamiq.

**EbixCash (Sept’16 to Jan’17)**

**Growth Path: Process Associate**

**Key Result Areas:**

* Meet clients and understand their future needs for mobile and web application and plan accordingly
* Analysis of client’s requirement.
* Acting as an interface between the clients, development team and the development support team.
* Experience in Gap Analysis.
* Preparing Feature lists.

**EbixCash (Jan’17 to Till Date)**

**Growth Path: Senior Process Associate**

**Key Result Areas:**

* Interact with International Clients via Skype or phone to handle their queries and requirements, set up and attend meetings.
* Developing and maintaining positive client engagement
* Researching organizations and individuals online to identify new leads and potential new market.
* Participating in Brainstorming meeting to identify bottleneck as well as to improve existing processes.

**ACADEMICS**

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| **Qualification** | **Stream** | **University / Board** |
| **Bachelors in Technology (BTech.)** | **Information Technology** | **GBTU** |
| **Secondary - XII** | **Science Stream** | **CBSE** |
| **Matriculation - X** | **Science Stream** | **CBSE** |

**Business Analyst Certification**

* Completed **Associate Level IT Business Analyst Certification Program** from **QBI Institute**-Noida, 2019

**PERSONAL DETAILS**

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| **Date of Birth** | 17 December |
| **Father’s Name** | Mr. Harbir Giri |
| **Address** | **R -24, Sector 12 ,Railway Enclave,Pratap Vihar,Ghaziabad,UP** |
| **Languages** | English and Hindi |
| **Passport** | Posses valid Indian Passport |
| **Willing to Relocate** | Yes |
| **References** | Can be provided on request |

**Declaration:**

I declare that all the information given above is true to the best of my knowledge and belief.

**Name : Manu Goswami**

**Place :** Ghaziabad