##### **RESUME**

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**Profile Summary**

**Management professional** with **74 months of work experience** in technology domain across multiple industry segments with hands on experience in **Client management, Client Consulting, Team management** primarily focused on process improvements and optimization with a flair for problem solving.

**Professional Experience**

# Newgen Software, Noida Business Analyst Sept 2020 - Present

* **Techno-Functional Consultant** acting as an interface between the client and development team for **INGRAM MICRO**
* Involved in Ingram **Accounts Payable, Non-Accounts Payable and Archival** Process project to interact with clients on a daily basis and provide them exceptional support
* Responsible for business requirement gathering study to understand the **AS-IS processes** and technical landscape and develop **TO-BE** process maps and doing Impact Analysis of the same.
* Worked closely with software development and testing team members to **design and develop robust solution** to meet client requirements and testing the use cases of the clients
* Prepared **Software Requirement Specification**, **Business Requirement Document**, **Process Flow Models**, **and User Manuals** for Training Purposes to clients, and validated test plan documents
* Managing testing cycles, by translating requirements into relative functional test cases for system integration testing (**SIT**) and co-ordination of user acceptance testing (**UAT**) on everyday basis
* Prepared **VAD (Value Added Dashboards**) for the management to showcase the value addition that the team has done for the client, i.e. TAT improvement, Cost Saving, Man-Power saving
* Providing **Functional training** of the Ingram Process and Newgen Products to the newly joined members of the team
* Preparing **WSR (Weekly Status Report)** for Newgen Senior Management and leading meeting with them to explain the project progress status weekly

# Elevate Services, Gurgaon L2 Database Support Engineer May 2018 – May 2019

* Provided **technical assistance** to the clients on a daily basis on emails, video calls for the issues raised so that the TAT and SLA of all are met
* Ensured the **L1 (basic) and L2 (intermediate) level issues** raised by the clients are replicated through application knowledge and use of SQL queries
* Ensured fulfillment of **deadlines** and **adherence of SLA** for all the issues specially the P1 (critical priority) issues
* Managed ticketing tool **Zendesk** and maintenance of **Knowledge Base** for all commonly occurring issues providing a column for Solution so that the team could replicate and resolve it quickly when the same issue occurs again

# Agreeya Solutions, Noida Application Support Engineer Jan 2016 – Jan 2018

* **Led a team of 4 people in Technical Support** leading to smooth functioning of the **client process**, **client interaction and presentation**
* **Developed, customized and analyzed** the workflow of **Jira Service Desk** for the entire technical support team
* Provided **L2 support** for the issues raised by clients through **SQL queries** and ensured fulfillment of deadlines and adherence of **SLA**
* Worked on **Cogent,** a legal software and handled the database of client documents to provide weekly reports to them

# Wipro Technologies, Greater Noida Project Engineer Sept 2013 – Sept 2015

* Provided **L1 support** for two **telecom-based projects** and handled the client issues in a critical **24\*7 environment** using basic **SQL and UNIX**
* Worked in **MIS team** to deliver the reports to the customers using **OBIEE tool**
* Used **HPSM ticketing tool** to log all the tickets for creation of a Knowledge Base of tickets for future reference

**Academic Qualifications**

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| --- | --- | --- | --- |
| **Degree** | **Year** | **Institute, University/ Board** | **% /CGPA** |
| MBA (Marketing & Analytics) | 2020 | Great Lakes Institute of Management, Gurgaon | *3.33/4.0* |
| B. Tech *(Information and Technology)* | 2013 | Amity School of Engineering and Technology, GGSIPU | *76.95* |
| H.S.C | 2009 | Rukmini Devi Public School, Delhi | *83.20* |
| S.S.C. | 2007 | Rukmini Devi Public School, Delhi | *84.40* |

* Elected as a **Student Council Member for PGPM 2019-20 batch**, which involved acting as an interface between students and the management, and helping students in solving the problems they faced academically and personally

**Academic Projects**

**Live Project, 2019-2020**

* Live project with The **Suryaa Hotel**, New Delhi in developing their **digital footprint** by handling their social media and providing ideas that could make their website aesthetic and user friendly

**Other Academic Projects, 2019-2020**

* **Market analysis** and formulation of **growth strategies** for Pepsodent Tooth Paste
* Formulation of a **Marketing Plan** for increasing the dine-in capacity of Dominos in the Indian market
* **Qualitative** and **Quantitative** market research on utilization of digital payment methods in rural areas
* Generated **insights** using clustering techniques on DISE data (District Information System for Education) for the state of Punjab
* Provided **valuable insights on IMDB dataset** relevant to production houses using **Tableau**

**Software, Skills and Expertise**

* Proficient user of **MS Word, MS Excel, MS PowerPoint**, Intermediate proficiency in **Tableau, Power BI**
* Hands on experience in Database Management using **SQL/PLSQL** and basic **UNIX** commands
* Worked on **JIRA Ticketing tool** as a **Business Admin**
* Omni Scan, Omni Docs, Omni Flow, iBPS BPM Suite- Newgen Products

**Interests and Hobbies**

* **Fitness Enthusiast** and delivering **Online training/coaching** to help people transform physically and mentally
* **Playing outdoor games** such as Cricket, football, volleyball etc
* **Binge watching Series** on OTT platforms