**Deepak Kumar**

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# PROFESSIONAL SUMMARY

Business Analyst – I am working for **HSBC** as full time .net platform project as Business analyst and hired from EXL Bangalore since last 3 years with multiple projects, technical product support, quality analyst as manual tester and BRD analysis enmeshment as well. I have done my internship from Naresh I technology for six months as fresher.

**EXPERINCE**

# March 2019 - Present Bangalore 3-years

* Good understanding of Business requirement and Product requirement
* Handling US, CA, UK MY, UK based project from HSBC
* Product Management Professional with Agile and SDLC methodologies.
* Delivered effective an innovative solution in high pressure, business driven work environment.
* Coordinating with Development team and testing team to complete the SLA and deadline
* Main key role as functional delivery analyst and reaching the SLA from Business
* Preparing BRD according to Business requirement and test script and interacting with Business
* Working with development in the web application-based project on dotnet MVC framework
* Experienced in Data analysis and robotics automation process.
* Across my 3 years of experience, I have worked on multiple projects as developer, quality analyst, technical product support and enmeshment.
* Managing and resolving business related query and troubleshooting.
* Information gathering and discussing requirement with Business.
* Writing test script and testing as quality analyst manual tester.
* Supporting and maintaining the automation and web project and handling the issue as technical product support.
* Sometime conducting stand up/scrum support team with 5 members.
* Handling releasing deploying new functionality and enmeshment.
* Having good hands-on experience on Blue Prism tooling.
* Creating CR, BG CR, Emergency CR and Incident ticket and maintaining SLA for business
* Troubleshooting high severity, low severity issue with help of team.
* Marinating UAT server and PROD server for multiple regions.

• Following agile protocol

# Project –

* BOLT US
* BOLT UK, CA, MY, AU
* EPA (Electronic payment authorization)
* CCRR (Client credit refer reject)
* CCRR RM authority
* Invoice Automation
* CPR
* Auth App
* CoRo

# 

# June 2018 - Dec 2018 HYDERBAD 6-Month

• I have done all the MNC environment protocol and done improved my skills and worked on one project based on Banking.

## EDUCATIONAL QUALIFICATION

| EDUCATION | UNIV./BOARD | SUBJECT | YEAR | PERCENTAGE |
| --- | --- | --- | --- | --- |
| B. TECH | Punjab Technical  University | COMPUTER  SCIENCE | 2014 - 2018 | 67 % |
| 12th | Bihar BOARD | PCM | 2014 | 62 % |
| 10th | Bihar BOARD | PCM | 2012 | 84 % |

## EMPLOYMENT DETAILS

| S.No. | Company Name | Position Held (While Leaving) | From  (DD/MM/YYYY) | To  (DD/MM/YYYY) |
| --- | --- | --- | --- | --- |
| 1 | EXL Bangalore | Technical Product Support, quality analyst and  functional work as Business  analyst | 18/03/2019 | Till Now |
| 2 | Naresh I Technology Hyderabad | Executive reporting analyst | 01/06/2018 | 27/12/2018 |

## Skills

OS Used : Windows 10/8.1/8/7.

Languages **: C#.Net**

Framework : **Asp.Net, Entity framework, Asp.Net MVC ,**

**Three Tire Architecture**

Client Side **: HTML , CSS , Java Script (Basic)**

Databases **: SQL Server**

IDE **: Visual Studio , Visual Studio Code**  Tool **: SSMS , Telerik(Basic) , PostMan , Fiddler**

Devlopment **: Agile**

Termononology

Declaration: -

I hereby declare that the aforesaid information is true to the best of my knowledge and belief. I shall be grateful if you could provide me an opportunity to be a part of your organization.

(Deepak Kumar)