

Business Analyst facilitating client onboarding. Acts as a liaison between IT and business on technology related initiatives during the implementation phase. Provides production support on existing and new application and functionalities. Functional expertise on company's software product. Takes ownership throughout the lifecycle of the project from scoping, high level business requirements, detailed business requirements and implementation.

## Experience

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### 12-07-2017 - **Business Analyst**

Present

*Optimus B.T Infotech, Bangalore*

- Conducting workshops with customer stakeholders to gather business requirements and understand existing manual processes to be replaced by product
- Translating customer company requirements into configurable input for product and walk through of features with business scenarios
- Provide support for functional and technical queries. Clarify and document requested enhancements for gaps in product and provide consulting to Product team on user requirements
- Corresponding with customers over project management portal and conducting formal status meeting throughout product implementation
- Creating product documentation and training manuals for user onboarding
- Creating test scripts for UAT based on final configured product and applicable modules
- Training end user on functional and administrative aspects of the product after completion of product deployment and QA
- Conduct migration of business data from old customer repository to Production system before Go-live and validate the data import
- Interacting with QA and Technical team to and follow up on technical deliverables and escalating critical project level issues to management
- Training new members of the Implementation team and conducting weekly training sessions for interns

### 01-06-2016 - **Junior Web Analyst**

12-01-2017

*FlightNetwork, Mumbai*

- Creating daily executive summary report covering KPI including traffic, conversion rate, revenue, adwords spend and AOV for online business channel
- Using Adobe Omniture and Excel to identify and report campaigns contributing to drop in booking, conversion rate and AOV for past business day
- Consolidating data from different sources to validate invoices from Adwords and third party marketing partners
- Tending to requests from Marketing division on analysis and report on non-performing paid campaigns
- Revamping old reports with visual representation of data through graphs and conditional formatting

## Recent Projects

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### 24-04-2019 - **eContracts Implementation for Corizon Health Inc.**

28-08-2019

*Optimus B.T Infotech, Bangalore*

- Conducted workshops to understand existing contract lifecycle management process in customer organization

- Mapped existing processes in customer organization to standard functionality and workflows in eContracts (product)
- Set up repository, vendor database and governance features based on customer business unit hierarchy and departmental needs
- Derived initial product configuration based on discussions during workshop. Demonstrated all features and configuration options in product along with their usage scenarios
- Ran sanity check on configuration data provided by customer and recommended modifications/adjustments based on compatibility
- Demonstrated product to extended customer team and followed up with questions from users over calls and project management portal
- Communicated with Technical team to enable modules purchased by customer organization and co-ordinated with QA for testing sign-off
- Validated issues reported by customer team and followed up with Technical team till resolution was achieved
- Facilitated communication between customer Technical lead and internal counterpart for product deployment in Production. Created Test Scripts for UAT by customer side.
- Conducted training for core users in customer organization on all product modules. Developed additional documentation on specific product areas requested by customer.

## Skillset

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### Business Analysis

- Requirements Analysis
- Use Cases and User Stories
- Documentation
- Agile SDLC
- Wireframe Prototyping
- Swimlane Diagrams
- UAT Scripts
- Root cause analysis

### Data Analysis

- Data Manipulation
- Data Visualization in Excel
- SQL Querying
- Summary Statistics
- Reporting

## University

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2010 -  
2014

### National Institute of Technology, Surathkal

- B. Tech
- Mechanical Engineering