

JOHN CENA

IT Business Analyst II | Bangalore

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PROFESSIONAL SUMMARY

Results-driven IT Business Analyst with 5 years of experience working across fintech, payments, and enterprise IT environments. Strong expertise in requirement elicitation, business process analysis, Agile delivery, UAT management, stakeholder coordination, and IT service operations. Proven track record of translating business needs into scalable technical solutions while improving operational efficiency and customer experience.

CORE COMPETENCIES

- Business & Systems Analysis
- Requirements Gathering & Documentation
- BRD / FRD / User Stories
- Agile & Scrum (SDLC / STLC)
- Stakeholder & Client Management
- Process Mapping (As-Is / To-Be)
- UAT Planning & Execution
- Change & Incident Management (ITIL)
- Data Analysis & Reporting
- Risk & Issue Management

TOOLS & TECHNOLOGIES

JIRA, Confluence, ServiceNow (ITSM), Azure Boards, SQL, Advanced MS Excel, Power BI, Tableau, MS Visio, BPMN, API Functional Analysis, ERP Systems (SAP / Oracle – Functional Exposure)

PROFESSIONAL EXPERIENCE

Razorpay – IT Business Analyst

2022 – Present | Bangalore

- Collaborate with Product, Engineering, Operations, and Finance teams to gather and analyze business requirements for payment processing, settlements, and internal finance platforms.
- Translate complex business requirements into clear BRDs, FRDs, functional specifications, and

user stories.

- Drive Agile delivery by supporting sprint planning, backlog grooming, retrospectives, and release coordination.
- Lead UAT cycles including test case review, defect triage, and business sign-off.
- Perform data analysis using SQL and Excel to identify operational gaps, anomalies, and improvement opportunities.
- Support ITIL-based incident, problem, and change management using ServiceNow.
- Improved process efficiency by reducing manual interventions and standardizing workflows.

Technosoft – Business Analyst

2019 – 2022 | Bangalore

- Conducted requirement elicitation workshops with enterprise and BFSI clients.
- Created detailed BRDs, FRDs, wireframes, and process flow diagrams.
- Worked closely with development and QA teams to ensure requirement traceability and clarity.
- Supported ERP-integrated business applications and internal IT systems.
- Coordinated UAT execution, defect resolution, and production deployment support.
- Developed reports and dashboards using Excel and Power BI for management review.

EDUCATION

Bachelor's Degree in Information Technology / Computer Science