
Over 8+ years of experience in customer facing roles across banking, Healthcare, and IT industries
4+ Years of Business Analyst Experience

Highly motivated professional with prior experience of working with large multinational companies such as HP, HSBC and Parexel. Strong research and analytical skills; confidence in providing insights and recommendations. Strong communications skills and excellent writing and editing skills, with confident presentation skills. Highly adept at handling business analysis, documenting requirements and working with R&D to deliver next-generation IT solutions for improving revenues, cutting costs, enhanced workplace productivity and end customers in a fast-paced Agile environment. satisfaction.

Highlights of Expertise

✓ Over 8 years of experience in client facing roles managing customer expectations ✓ Exposure to US banking having worked in loan processing and credit card industry while working with HSBC ✓ Experience in US pharmaceutical industry while working for Parexel ✓ Experience of IT processes working for HP and CAT Technologies	✓ In depth understanding of the SDLC process and ability to Interact with the development team as well as business side product teams to translate and document processes and requirements ✓ Business analyst skills in capturing client requirements and documenting in BRD with detailed VISIO diagrams ✓ Proficiency in working in multi-cultural environments, value teamwork and foster positive work environment ✓ Excellent customer interfacing and leadership skills
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Professional Experience

Espirit

Business Analyst

March 2018 – Present

- Interact and communicate with the business teams to collect requirements and documentation
- Meet with stakeholders to discuss which technology implementations and solutions can be performed to align with the Project Requirements and Business Strategy
- Evaluating, analyzing and documenting client's business requirements
- Assess current project requirements and provide key insights and improvements by researching and identifying solutions to technical problems.
- Present Findings and Visualize Data to stakeholders and development teams using intuitive and communicative power point presentations.
- Defined the Data Pipeline Process which involves ingestion and curation into a structured database.

- Authors user story acceptance criteria to achieve buy-in from stakeholders
- Used SQL to query relevant data that needed visualization.
- Translate Business Requirements into technical artifacts
- Used D365 to manage customer relations.
- Used DataBricks to Process and Analyze Data to provide insight for business decisions
- Collaborates with the product owner to arrange product backlog in Jira for the project.
- Transferring monthly data and results into excel for review.
- Analyzing Data to Identify Solutions for the clients Business' Strategy
- Adept at building workflows, BPMNs, and creating user stories to be tracked within Jira or Azure Devops.
- Translating business requirements to technical requirements
- Creates, reviews, and approves BRD. (Business Requirement Document)
- Supporting development, systems integration testing and user acceptance testing (UAT)
- Responsible for setting up team meetings that included the development team.
- Assisted the senior business analyst in planning, designing, testing, and implementing client projects.
- Responsible for setting up team meetings that included the development team.
- Communicates frequently with stakeholders and provides updates
- Experienced in developing test plans and user stories via Jira.
- Proficient in Agile and Scrum methodology.
- Assists in planning and designing business processes and assists in formulating recommendations to improve and support business activities
- assist in preparing the functional design specifications for any resulting system changes, and assist in system testing activities.
- Analyze complex business problems using Data from internal and external sources to provide insight to decision makers. Identify and interpret trends and patterns in datasets to isolate drivers and prioritize issues
- Provide Project status Reports and key analytics

Parexel

Customer Care representative

March 2011 – Nov 2013

Providing quality support for clinical trials and facilitating resolution of tickets

- Advising Site Personnel (Nurses, Pharmacists, Drug Supply) /Doctors (Principal Investigators, Sub Investigators)/Clinical Associates/Data management Teams whenever they require a suggestion or assistance while working on our developed system or on a clinical Trail.
- Collaborating constructively & actively with peer SMEs / Product Leads / Leaders & Global colleagues.
- Reporting and monitoring of system downtime until resolution.
- Assisting internal and external customers and users all around the world using Parexel tools and provide support technically and logically
- Assisting Doctors (Principal Investigators/Monitors and site personals at Sites (Clinical Trail Centers) worldwide while conducting Clinical Trails
- Walking Internal and external customers through the process of conducting and maintaining clinical Trails over the IVRS (Interactive Voice response system (phone)) and IWRS (Interactive Web Response System (web system))

- Workload management and housekeeping of tickets to ensure SLA does not fail.

HSBC

Customer Service Executive

*Sept 2006 – Sep 2008,
Nov 2009, March 2011*

Highly proficient in liaising with customers to capture requirements and ensure timely delivery

- Supporting loan processing customized for client needs
- Logging actions on customer accounts into CRM
- Ensured customer inquiries are answered in an efficient and timely manner, maintaining compliance with departmental standards.
- Log, manage, and own cases through to a timely resolution and assist with root cause analysis and identifying fixes and preventative measures.
- Providing account specific information and helping clients with self-care portal
- Identify and implement improvement opportunities based on customer interactions to reduce queries, time of response, or improve customer experience.
- Been part of the Continuity of Business team.
- Appropriately assess risk when business decisions are made, demonstrating particular consideration for the firm's reputation and safeguarding HSBC, its clients and assets, by driving compliance with applicable laws, rules and regulations, adhering to Policy.

Hewlett Packard

Technical Support

May 2006 – Aug 2006

Responsible for technical support and sales of IT products to enterprise customers

- Getting information from customer and implementing them based on Priority.
- Providing trouble shooting steps and post sales technical support
- Providing account specific information and helping customers with self-care portal
- Sending daily status Report to the team.

Skills

- MS Visio, MS Word, Power Point, Excel, Outlook
- Software Development Methodologies UML
- Agile methodologies – SCRUM, Rapid prototyping, Kanban
- Strong knowledge and experience in all phases of Software Development Life Cycle (SDLC), Rational Unified Process (RUP), Unified Modeling Language (UML), and understanding of Business Process Re-engineering (BPR), Test Lifecycle, Data Modeling (RDBMS), Prototyping and Agile Methodologies
- Expertise in identifying, developing and documenting business and Functional Requirements Specifications (FRS), System Design Specification (SDS), System Requirement Specification (SRS).
- An understanding of Business process Analysis and Modeling, Business Process mapping.
- Expert in tracking and managing requirements using Requirements Traceability Matrix (RTM)
- Experienced in writing SQL queries for extracting data from Oracle and MS Access data source
- Experience in creating and executing Test plans and Test cases for Manual testing.

Education & Credentials

Bachelor's Degree in Computer Science – Osmania University 2004

Skills: MS Word, MS Excel, MS Power point, MS Visio, MS Office, Microsoft Office,

Software – SQL, My SQL, HP ALM, JIRA

Language- English, Hindi, and Urdu

Visa Status: H4 EAD

Employer Contact: 2016238720