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| A person posing for the camera  Description automatically generated | | |  | Palak Sethi |
| Experience  * **Senior Business Analyst** at Capgemini (Dec’18 till Present)- Sweden * **Business Analyst** at TCS (Apr’14 till Nov’18)- Mumbai   Client Partner: General Motors, Eli Lilly, Corporate HR & Finance   * **Project Coordinator** at Zed Technology (Oct’12 till Apr’14)- Pune   Client Partner: Different communication Corporations   * **Business Analyst** at Qbit system (Jan’12 till Oct’12)- Jaipur   Client Partner: Web and mobile based applications   * **Java Developer** at HCL Infosystem( Mar’11 till Jan’12)- Jaipur   Client Partner: Lanka Bank, CBD Education  * Bachelor of Engineering, Computer Science (2006-2010)- Ujjain * HSC, SSC (1993- 2006) from St. Mary’s Convent School- Ujjain  Roles & Responsibilities  * Take care of end to end delivery of the requirements. Handling complete SDLC cycle such as from Analysis of the requirement-> Creating: UML, BRD, FRD, FRS, SRS, RTM, RFP, SIT, SOPs, User Stories-> Documenting and Executing Test Cases -> Getting Sign off for SIT & UAT. And Quality Assurance. * I am bridge between business, technology and end users. I enrich the deliverables by using all PMP and Agile framework (Scrum, Kanban). * Contributing to in program backlog refinement and preparation for Program Increment planning. Prioritize activities based on business direction and goals. * Responsible for maintaining KPI and do the product increment planning and set its roadmap. * Create and execute test plans and test cases to ensure compliance to the requirements. * Facilitate all the Agile ceremonies, discussion, decision making, and conflict resolution. Analyze new functionality and design in digital solutions. * Working with different teams for operational and strategic levels. Able to perform work in different quality processes; such as validation, risk assessment, change management. * Being a key contributor in bringing automation in the existing manual processes. * Share learnings & best practice and execute on the agreed solution for our clients, ensuring a robust and well managed process that delivers excellent results. * Continuously optimize ways of working by improving the quality and speed of the search process by utilizing in-dept knowledge & expertise. Perform strategic analysis and operations improvement projects. * Help in standardize the project tasks, deliverable tracking and related work product with the objectives of reducing analytical cycle time, lowering field costs and reducing document rework & editing * Plays a key role in our delivery team, involved in all parts of the research and insight process helping to design, manage and report on projects. Working in a collaborative, agile way. Thrive best with team deliveries and are passionate about engaging and elevating your colleagues. * Manage Product backlog and together with the product team scope and * Also help the higher management team in creating report for incidents and KB article in ServiceNow. Good knowledge of Incident Life Cycle Management.  Competencies  * Analytical Skills * CRM * Governance * Business Analyst * Scrum Master * Change Management * Project and operation Management * Cross Functional Collaboration * Agile Estimation and Planning * Stakeholder management * Interpretation and analytical * Intermediate facilitation skills * Excellent oral and written communications skills * Fluent oral and written English  Awards & Recognitions  * Customer Delight award * Star performer * Multitasking and innovative * On the spot award * Service Commitment award * Agile transformer * Appreciation from Customer   **Languages**  English: Speak, Read, Write  Swedish: Basic (learning) References [Available upon request.] |
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|  | **Certifications**   |  | | --- | | **PMP** (Valid till 2023)  Agile: **CSM, PSM**  Management:  Connect Manager (**Harvard University)**  **ITIL Foundation**, ASCENT Leadership  Business Data Analytics  Six Sigma: **PDCA** |     **Technology**  ServiceNow, MS office, TFS, Spreadsheet, JIRA, Azure Devops, HP ALM 12.5, Visual Studio, RoboHelp, Cority, Sharepoint, MS Visio    **Identification**  Swedish ID  Resident Permit | |  |