

Analyst – Project Management, Implementation Services and Business Analysis

Profile Summary

Over 6 years of Project Management and Business Analysis experience, expertise in full software life-cycle implementation, upgrades, production support, rollout & enhancement from business analysis, testing, cut-over & migration, team management, change management, client management and client services management, go-live assistance till post implementation support.

Key Highlights

- Coordinate with project team working in different time zones
- Agile/Scrum and Waterfall Project Management Methodologies; Scrum Master Activities
- End-to-end Project Implementation
- Product Management
- Web and Mobile App environment Management
- Change Management and Enhancement Analysis
- Stakeholder Management
- Expertise in UAT and Hyper care period handling
- Expertise in legacy data migration and ongoing feed implementation
- Implemented solutions for Global Customers
- Risk Management and Risk Register
- Handled projects spread over multiple delivery cycles
- Requirement Gathering, Blueprinting and finalization
- Manual Testing
- Hands on experience in Environmental, Healthcare and Safety Domains

Work Experience

May'15 – May'18 with ProcessMAP Corporation as Business Analyst/ Implementation Analyst/Project Coordinator

Key Result Areas

- Handle the stakeholders starting from requirement gathering phase to Hyper Care Period (after Go-Live)
- Review and analyse customer requirements
- Working directly with product owners and stakeholders to elicit their feedback on customer satisfaction items
- Analysing existing customer satisfaction functionality requests for providing business-value based recommendations to Product Owners
- Conducting requirements training sessions and developing best practices for product delivery
- Partnering with Development Leads to identify opportunities for better collaboration and process improvements
- Coordinate with all the required teams in successful product delivery as per agreed timeline
- Conduct Agile ceremonies including Daily Standup, Sprint Planning, Retrospectives.
- Manage communications to all the stake holders during all the stages of the project
- Review and approve every release into the customer instances and version wise product changes
- Classification of issues into change request, enhancement, and bug buckets
- Ensure all the WBS elements are going as per project plan
- Identifying and forecast of risks across the project cycle
- Project status documentation
- Prepare, analyse, and review functional specification documents
- Ownership and monitoring UAT phase
- Performing a Root Cause Analysis of the issues reported by the clients.
- Categorizing and classifying the issues identified based on severity and priority
- On board cross-functional teams by being Involved in project kick-off meetings and bringing
- Generating custom reports using complex queries from the database on client request with the assistance of technical teams
- Client status calls and document the feedback shared and share with the business stakeholders

Accomplishments

- Streamlined Implementation process by following project plans, implementation checklist and process documentation
- Streamlined the interface implementation process by defining specification document template and process of finalizing the specification and sign off

- Improved the Implementation and Client Services process by defining processes and procedures and documenting them
- Smoothed production day hassles and worries by preparing checklist, effective planning and sticking to the process
- Prepared estimation of LOE for project execution
- Provided trainings to End users of the system for various clients across the globe
- Successful and smooth Implementation/delivery of several projects
- Handled more than 20 customer projects Like Harley Davidson, Johnson Controls, Fiat Chrysler, LCG, Becton Dickinson, SGS etc

May'19 – Jan'20 with ValueLabs as Renewal Specialist in Benefitfocus Project

- Handling end to end Renewal project
- Review and analyze the customer requirements of the project
- Attending the client calls to Understand and finalize the requirements
- Configuring the given requirements in system as per RN
- Enrolling a member and test the configured requirements
- Performing a Root Cause Analysis of the issues reported by the clients

Jan'20 – May'20 with Kensium Solutions as Project Coordinator/Business Analyst in Readywire Project

- Assign tasks to developers.
- Attend Daily standup meeting with team to know their task status and concerns.
- Handle both dev and QA teams.
- Prepare Implementation guide and other documents.
- Configuring few configurations in the system.

Aug'20 – Till Date with DLT Labs as Senior Project Coordinate officer

- Handle various projects during D & I Phase.
- Conduct Daily standup meeting with team to track the progress and address their concerns.
- Handle various teams (dev, QC, Infra, and QA teams).
- Prepare various project trackers and documents.
- Train the new Joiner.
- Support Project Manager in preparing documents for CMMi Audit.

IT Skillset

Operating Systems: Windows Platforms

Technologies: SQL

Tools: MS Office Suite, JIRA, Salesforce, Smartsheet, QuickBase, SnagIT, Greenshot, Wrike, Zoom, WebEx, Confluence, Tempo, TFS, Cognos, Microsoft® SQL Server® 2012

Certifications

- Certified Scrum Master (CSM)

Strengths

- Ambitious, Amiable, Assertive and Broadminded.
- Good Communication and Interpersonal Skills.
- Continuous learner and willingness to improve with experience.
- Ability to quickly learn with minimal guidance.
- Zeal to learn new things.
- Conflict resolution and Problem-solving skills.
- A Good team player and ability to lead a team.

Education

Integrated dual degree (B. Tech + M. Tech) in Electronics and Communications Engineering from GITAM University.

Personal Details

Address: 1001, 14LH, Lanco Hills Residential Towers, Near Delhi Public School, Manikonda, Hyderabad – 500089

DOB: 11th March 1993

Languages Known: English, Telugu, and Hindi

Hobbies: Sports Player