

SUMMARY

Charismatic professional with rich experience across multiple organizations leading cross-functional teams in development, documentation, and identifying and coordinating process improvement initiatives incorporating best practices attaining business goals. Proven capabilities in identifying, planning, implementing and managing various complex prioritized projects for organizational transformation. Good exposure in requirement gathering, blueprint designing and documentation. Analytical and organized individual comfortable working independently or as part of team. Extensive experience in managing Stakeholders maintaining key relations by acquiring feedback and providing innovative technology solutions using Agile Methodologies.

PROFESSIONAL EXPERIENCE

Senior Process Analyst

Jan '18 - Present

Tata Consultancy Services

Pune, India

Business and Data Analysis

- Spearheading the entire process of business analysis entailing requirement gathering, elicitation, business process mapping, and system analysis. Organizing the working progress of the project to stakeholders and customers.
- Working on project management plans beginning with a sprint planning meeting for every project and laying out components for the upcoming work from backlog. Presenting the working progress of the project to stakeholders and customers.
- Preparing and negotiating on SOWs, manages relationships, and monitors vendor performance against SLAs.
- Developing various Business and Function required documents (BRD & FRD).
- Analysing data to draw business-relevant conclusions and in data visualization techniques and tools in MS-Power BI.
- Drafting User Stories and maintain backlogs using Azure DevOps.
- Successfully transitioned 3 projects from beginning to handing over to operations on business-as-usual basis.
- Recognised for demonstrating ability to learn quickly and master complex concepts flawlessly.

Quality Management

- Establishing and enforcing Standard Test Processes and Deliverables within the gated timelines for testing and supporting automation efforts. Proactively co-ordinated multiple project deliveries by participating in design reviews.
- Prepare technical reports by collecting, analysing and summarizing information and trends.
- Stay up-to-date with new tools and strategies and maintain all testing documentation.
- Improved overall accuracy by monitoring quality metrics such as defects, delayed developments, and project specific KPIs with new tools and strategies while maintaining effective documentation.

Project Management

- Managing end-to-end project execution including project scoping, requirement and technical specification gathering, effort and cost estimation, and risk management functions.
- Planning project activities like scoping, evaluating, tracking, change management, delivery management, post implementation and technical support at each stage of project development.
- Scoping and prioritizing project plans beginning with sprint planning meeting for every project and laying out components for the upcoming work from the backlog. Monitoring and tracking the success metrics of projects.
- Collecting data to identify root cause of problems and developing metrics to identify indicators for improvement opportunities.
- Trained and Mentored a team of 10 associates to reach specialist positions.

Process Associate | Aug '14 - Dec '17

Order Management

- Processed order management queues based on customer driven actions.
- Completed work to appropriate quality and speed expectations. Communicated with customers as required to progress orders.
- Identified when customer orders require intervention and escalate as required while informing them regarding the same.
- Supported broader teams to process other work to help manage customers.
- Processed all general inquiry cases within same day processing SLA.
- Performed technical troubleshooting processes for products and services, ticketing, reporting and escalations.
- Liaised with alternate groups (e.g., Telstra / NBN Co) to resolve customer issues thereby improving the resolution cycle time.
- Conducted training and change management processes to improve operations in turn boosting the quality metrics.
- Repeatedly recognized for top performance through fast-track promotions and selection for high-priority initiatives.
- Promoted as an SME after less than a year for exceptional performance, organizational skills and exceeding KPIs.

Quality Analysis

- Advanced to a Quality Analyst position within 6-8 months for outstanding performance, productivity and quality.
- Partnered with management to create, develop and implement quality initiatives, resulting in overall improvement of quality.
- Crafted training materials, ran on-boarding sessions to train incoming team members and handled escalations.
- Provided regular updates to team leadership on quality metrics by communicating production deficiencies.
- Delievered presentations for various quality and operations team meetings.
- Designed training materials, ran on-boarding sessions to train incoming team members and handled escalations.
- Administered internal surveys and tabulated results to increase visibility
- Collaborated with stakeholders for any process updates/gaps.
- Investigated and Performed root cause analysis to identify reasons behind dis-satisfaction of service for customers.
- Provided latest updates to the associates and ran checks to ensure 100% compliance.

Customer Support

- Established and monitored customer service standards by employing recognized and comprehensive benchmarks for reserving flight tickets.
- Described product and service details to customers to provide information on benefits and advantages.
- Delivered exceptional training and hands-on motivation to team members to enhance service delivery approaches and boost customer satisfaction.
- Evaluated interactions between associates and customers to assess personnel performance and implement strategies for customer satisfaction improvement.
- Explained online self-help options to customers to promote additional and after-hours support choices.

KEY SKILLS

Business and Data Analysis

Communications Management

Stakeholder Management

Quality Management

Project Management

Agile Methodologies

Data Visualization

Team Management

Customer Support

EDUCATION AND CERTIFICATION

- B. Sc. in Information Technology | Sarvepalli Radhakrishnan University | Bhopal, India | Jun '16 - Jun '19
- PRINCE-2 AGILE Foundation and Practitioner | AXELOS | Pune, India | Sept '19 - Aug '22

ADDITIONAL INFORMATION

- **Nationality:** Indian
- **Marital Status:** Single
- **Visa Status:** Tourist Visa (3 Months)
- **Languages Known:** English, Hindi, and Marathi.