## PRABHANJAN BEHERA

# Project Management | Business Analyst | Scrum Master | Agile | Telecom | Sales Management | Analytics

Business Analytics - IIM Indore (Pursuing: Mar 20 - Jan 21) | Visa: US B1/B2 (Valid Till 2028)

Business IT collaborator with **14+ years** of experience and outstanding performer in Program/Project management, Scrum Master and Business Analyst within Telecom, Sales Management. Proven successful leadership providing organizations/clients with responsive, innovative, world-class delivery across geography focused on business objectives. Good understanding on **Analytics**, **Statistical Modelling**, **Machine Learning**, Data Mining, Text Analysis, **Python**, R, **Advanced Statistics** and **Hypothesis Testing**.

## **Experience Summary**

- Experienced Project Manager/Scrum Master/Business Analyst with a proven track record
  of delivering high-quality software, on-time and within budget.
- Ensured project milestones are on time and budget with desired results in complex environment with multiple vendor platforms.
- Significant experience ramping up, coaching and mentoring teams to peak productivity working in Complex inter dependent software development environment.
- Excellent skills in Lead-to-Cash functionalities comprising Lead Generation, Marketing Automation, Sales Management, Configure Price Quote (CPQ), Order fulfilment, Customer Service and Revenue Management.
- Remarkable skills in OSS/BSS functionalities, involving tiered rating, cross-domain discounting, tiered discounting, rollover plans, service fulfilment, service assurance, inventory management, CRM, mediation, and billing.
- Comprehensive understanding of project management methodologies across Agile and Waterfall environment and demonstrated experience of full product development lifecycle: concept to end design, development, testing and implementation experience.
- Managed program cost, schedule, quality, performance and processes.
- Worked on metrics, risk management and project management methodologies to ensure successful execution.
- Comprehensive estimation experience using Work phase-based estimation.
- Participated in project recruitment process including ascertaining recruiting needs, definition of job descriptions, assessing candidate credentials and qualifications, and interviewing.
- Excellent delivery experience in on-shore/off-shore model with complete management of multi-site team of 30 members.

#### IPBA(IIM Indore) Capstone - Sep 2020 to Current

 Stock analysis, prediction and portfolio management using technical analysis like moving averages, RSI, MACD, Bollinger Bands, pivots, machine learning using python.

## **Work History**

## **Business Analyst Project Manager (Freelancer)**

Nucigent Technologies, London – Jul 2020 to Current

- Managing projects on CRM, sales process, smart ordering, billing, Revenue reporting.
- Creating detailed project roadmaps, plans, schedules and work breakdown structures.
- Defined JIRA processes for capturing requirements and development to deployment.
- Interacting with stakeholders to gather requirements and finalization of details.
- Understanding DB structure and writing user stories in Jira, having walkthrough of user stories with dev team.
- Executing Demo with stakeholders for solutions developed, clarifying queries and capturing feedbacks if any.
- Lead daily stand ups to go through impediments, cross dependencies and resolving issues for smooth ride.
- Analysing interdependence of modules and mitigated risks, prioritized activities and coordinated with team for timely delivery.
- Supervised project schedules to meet key milestones, also training staff on best practices and protocols.

## Contact

#### City

Bangalore

#### **Phone**

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## **Skills**



#### Senior Business Analyst | VMware, Bangalore – Oct 2016 to Mar 2020

- Business acceptance manager for CPQ program, major transformation project influencing VMWare business.
- Supported leadership team with reporting, highlighting risks/issues analysis with mitigation strategies, business presentations to inform status using Confluence.
- Interacted with internal customers to understand business needs, translated requirements to user stories, managed progress in JIRA.
- Defined and established project scope, goals and deliverables that support business objectives in collaboration with stakeholders.
- Guided teams and refined Agile techniques throughout journey and evolution of delivery cycles, establishing documentation framework to support Agile methodology implementation with Waterfall-centric delivery team.
- Active member in retrospective meetings to highlight pain points faced by team and working on improvement and resolution plan.
- Lead cross-functional local and global business teams for business acceptance in parallel for 3 major product categories of VMware (VMware, M&A Air Watch and Velocloud SKUs) using Salesforce CPQ platform.
- Partnered with Sales, Deal Desk & Fulfilment teams to acquire VOC feedback for business demo's during sprints after development.
- Ride-along with sales reps to understand landscapes and offered solution recommendations.
- Augmented project efforts working with business for timely feedback on solution developed.
- Drove process improvement using Lean Six Sigma methodology improving project team efforts to optimize execution time by 40%.
- Represented business team on weekly program calls, lead UAT in WAR room and collaborated with support functions, involving IT/ Dev and IT QA team to ensure seamless execution of business acceptance.
- Developed diverse reporting packages to meet individual needs of sales, marketing, product management and senior leadership.
- Managed team performance by implementing measurable metrics to track delivery of supporting requirement artifacts.
- Managed on feasibility and identifying business testing scope for automation, onboarding business team on automation strategies to enhance overall test efficiency and to reduce business participation during test execution.

#### IT Business Analyst | VSN Consultancy Services UK, Manchester – Aug 2015 to Feb 2016

- As Scrum Master, spearheaded daily scrum related activities involving scrum calls, scope planning, capacity planning meetings, requirement walkthrough meetings, reviews, retrospectives and other meetings.
- Managed planning poker in consensus-based technique for estimating relative size effort of development goals.
- Enabled collaboration between business stakeholders and developers on project team.
- Shielded Agile team from external interferences and supported them extensively for removal of impediments.
- Skilled in handling risks, issues, conflict resolution with multiple stakeholders.
- Orchestrated functional acceptance of Smart Point advertising application over Web, iOS and Android in liaison with stakeholders.

#### Manager | Capgemini, Bangalore - Jul 2014 to Dec 2014

- Managed QA SIT for T Mobile US HR process migration from SAP to workday application.
- Lead team of 30 members in offshore and onshore offices empowering resources for quality results achieving customer recognition.
- Maintained team efficiency by strategically delegating daily activities, monitoring output and rewarding positive contributions.
- Applied strong leadership and problem-solving skills to maintain team efficiency and organize workflows to meet any daily demand.
- Cross-trained existing employees to maximize team agility and performance.
- Evaluated employees strengths and assigned tasks based upon experience and training.
- Established team structure and empowered leads for ownership in collaboration with onshore counterparts.
- Ensured activities to be focused on business change objectives by providing a framework to manage change process.
- Estimated efforts and costs using TCP (Test Case Points) and negotiated with customer and stakeholders for time/budget.
- Ensured resource pipeline is in place to accommodate business need.

#### **Previous Roles**

- o Principal Consultant | Sogeti UK, London | Aug 2011 to Jan 2014 (**Project Manager**)
- o Consultant | Sentaca UK, Slough | Oct 2010 Mar 2011 (UAT Management)
- o BSS Operation System Analyst | Truphone UK, London | Jul 2009 Oct 2010 (Business Analyst)
- Technical Consultant | Wipro, Bangalore | Apr 2005 Dec 2008 (Customer Interfacing Sydney/London/Helsinki)
- o Technical Associate | Tech Mahindra, Mumbai | Sep 2003 Mar 2005
- o Consultant | Mphasis, Bangalore | Jul 2003 Sep 2003

#### Education

- Masters in Computer Application: 1998 2001 | Utkal University
- o Bachelor of Science(Mathematics): 1994 1997 | Sambalpur University

#### Certifications

- o SAFe 5.0 Agilist https://www.youracclaim.com/badges/c76a9b5d-35af-4cfb-afdc-4c1f679b5a1e
- o Scrum Alliance (Certified Scrum Master) http://bcert.me/slsdhadvk
- o Scrum Alliance (Certified Scrum Product Owner) <a href="http://bcert.me/sftzhokez">http://bcert.me/sftzhokez</a>
- o Dale Carnegie Programme Win-Win Negotiations
- o VMWare BPEX Lean Six Sigma Yellow Belt
- o ISTQB Foundation Certificate in Software Testing

### **Technical Skills**

- o Sales Force, Steel Brick CPQ, HP ALM, JIRA, Confluence, Workday, MS Office, Visio, MS SQL Server, SQL, Big Data, Python, R
- o Product/ Pricing, Discounts, Catalogue Management, Mediation, Billing, CRM System, CDRs, Provisioning, Fulfillment