



NEHA KUMARI

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Objective

Business Analyst with 8.5+ yrs of experience, having strong management skills and business acumen, as well as demonstrated ability to think critically, gather, and analyze data to ensure usable outcomes, exceptional analysis and judgment skills, oral & written language skills, and powerful problem-solving skills to help the organisation to improve profitability.

Experience

- **JP Morgan & Chase** 07/2017 - Current
Associate Business Analyst
End to End Project Management from FSD, Sprint Backlog Planning, Sprint Reviews, Mind Maps, User Stories, Test Cases to UAT in Agile.
 - Worked as a Tableau Developer (**Black Belt Certified**) for BD2 Dashboard project and led the team to complete the project on agreed timeline successfully when existing developer had to leave the team in emergency.
 - As part of CPA team, worked closely with stakeholders to understand their problem and suggested the solution with proper data analysis, mockup screens and complete flow of the data end to end, which helped in reducing the company's cost not only for current year but for next 4 yrs forecast as well.
 - Had taken few tech initiatives, and automated the Manual Report download process, that helped in reducing time by 540 mins weekly.
 - Suggested a process improvement for CPA project Run forecast situation, by making necessary change in backend data flow. Which improved the process time from 2 hrs for all users to 5-7 mins user specific.
 - **Conducting Intro & Demo** sessions with the prospects/clients
 - Building decks for **client meetings** to demonstrate the findings and pitching a solution along
 - Post conversion, lead the project as a Project Manager
 - Project Roadmap creation
 - Detailed **FSD** creation.
 - Mind maps creation.
 - Functionality maps creation.
 - Writing user stories
 - Manage the UI design process
 - Manage projects on **Agile**
 - Creating sprint plans & project roadmaps.
 - Created visualization in Tableau for Business reporting which was to be reviewed by **Top Management**.
 - Used **JIRA** as Project Management & Bug tracking tool.
 - Hands-on with Data Analysis using **SQL (Toad)**
 - Managed Scrum ceremonies as **Sprint Planning, Sprint review, Stand-ups, Product PBRs (Project Backlogs Refinement), Sprint Retrospective meetings, Scrum calls...**
 - Working in Agile Methodologies in onshore- offshore model with **cross functional** Team members within Retail Banking.
 - Won 5- key awards for 'Building Lasting Relationship with clients', 'Exceeded Expectations', Step-up Award
 - As extracurricular activity, Won Gold medal in consecutive 2 years 2018 and 2019 for Badminton. Won Gold in team as Captain for Throw-Ball in 2019.

- **Hewlett Packard Enterprise**

06/2015 - 06/2017

Lead Business Analyst

- Involved in project kick-off discussions with client to get requirements.
- Analyzing and writing the BRD for the business requirements and developed test cases to test the complete end to end functionality of the application.
- As Lead of the project, Understanding the developed architecture using requirements gathered from stakeholders, impact analysis, document preparation (**BRD, FSD**), doing root cause analysis and then fixing the bug successfully and delivering it into live production.
- As Lead of the project used Unix and IUM for Data input to the RLC (Revenue Leakage Control) system.
- Worked on performance testing and helped in Performance optimization.
- Have skillful experience with Vertica (HP Database).
- Follow up with the clients and prospects for the conversions
- Work closely with the technical groups to map the business requirements and technical requirements to the scope
- Technical proposal & solution specification deck building and client presentations
- Conduct in-depth research and detailed business analysis to:
 - Provide the facts about data and reconfirming it from client
 - Provide insights/root causes for existing business performance
 - Identification of business opportunities at current state
 - Used JIRA as Project management and Bug management tool.
 - Recommending the technological changes that can boost business
- Worked on **Iterative Model** for product development as SDLC process.
- Working in Agile Methodologies in onshore- offshore model with cross functional Team members. "
- Won "**Innovation at Hearts**" award for the ideas suggested during RLC project by R&D team.

- **Accenture Services Pvt Ltd**

02/2013 - 05/2015

Senior Software Engineer

- As SME of the project, Understanding the developed architecture using requirements gathered from stakeholders, impact analysis, document preparation for UAT, doing root cause analysis and then fixing the bug successfully and delivering it into live production.
- Manual testing and negative testing and Adhoc testing.
- Communicating with the development team regarding the new functionalities enhanced in the application.
- Evaluate potential risks related to the requirements implementation and identify and reconcile errors in client data to ensure accurate business needs.
- Adding the bugs into the bug tracker and ALM and tracking it to closure.
- Execution of the automation script for the regression testing.
- Developing Automation Scripts and execution"
- Worked on '**V (Verification-Validation) model**' for SDLC.
- Won multiple 'Star of the month' awards.

Education

- **West Bengal University of Technology**
B.Tech in Computer Science
8.26

2012

Skills

- Business Analysis
- Tableau
- JIRA

- Project Management
- Agile Methodology(Scrum)
- SQL
- Team Management

Projects

- **BD2 Dashboard**
Created Dashboard(Tableau) for BD2 reporting for Functions in JP Morgan.
- **Capacity & Headcount Planning**
Capacity & Headcount Planning(CPA)-
Worked on a project that automated a manual process through Web Application which helped in decommissioning of more than 800 User Tools and finally reduced the time and cost exponentially.
- **RLC- Revenue Leakage Control & Data Retention Compliance project(VHA)**
 - Worked on two Telecom projects RLC (Revenue Leakage Control) & Data Retention Compliance project for VHA (Vodafone Hutchinson Australia) in HPE
 - Successful completion of R&D Project from Scratch (RLC - Revenue Leakage Control) got adopted by MTS - Russia and Later MTS- Italy also bagged this project.