

Career Objective

Results-driven Business Analyst with more than 13 years of experience in Contact Centre, Airlines & Aerospace industry. Solid exposure working with the clients in identifying the areas of improvements in the customer self-service platforms and provide solutions for the improvement areas. Easily collaborate with developers and project managers to accomplish milestones.

Core Competencies

- Requirement Engineering
- Product/Sprint Backlog Refinement
- Business Requirement Document
- Agile, V-model & Waterfall Methodologies
- Business Development & Consulting
- IVR & Contact Centre Analytics
- Product backlog grooming & refinement
- Business Process Workflow Analysis
- Elicitation
- Gap/Risk Analysis
- Customer Experience
- FSD/BRV/SRS

Experience

Wipro, Bangalore, India

Oct2020 – Present

Lead Consultant | Lead Business Analyst | Product Owner

- ❑ As a BA analyzed and reviewed proposals from the team and providing appropriate solutions to problems, and making decisions on the way forward by acting as liaisons between the client and the consultancy team.
- ❑ Worked directly with the client to clearly understand its needs, and to provide possible solutions for the client's consideration.
- ❑ Translate stakeholder requirement into different tangible deliverables such as functional specifications, use cases, user stories, workflow/process diagrams.
- ❑ Identify and reconcile error in client data to ensure accurate business requirement.
- ❑ Managing the product backlog and prioritizing needs.
- ❑ Planned, facilitated and reported on quality assurance testing efforts.
- ❑ Prioritize epics, features and user stories for current and future sprints.
- ❑ Defined and elaborated user stories to the Agile team members.

DXC Technology, Dubai, UAE

Sep2017–Sep 2020

Business Analyst (Emirates Group)

- ❑ Served as a voice to project for the expectations of customers on new or already existing products.
- ❑ Managing the product backlog and prioritizing needs.
- ❑ Prioritize epics, features and user stories for current and future sprints.
- ❑ Interacted with the Scrum team & stakeholders for ensuring timely product release.
- ❑ Reviewed each sprint or iteration and changed features and priority as needed.
- ❑ Product demos with different stakeholders to get feedback for Product improvement
- ❑ Involved in multiple case studies on Contact Centre Agent & Customer Experience towards improving agent productivity & service level.
- ❑ Extensive IVR Analytics to help Contact Centre optimize IVR work flow to save agent time and resulting cost.
- ❑ Closely worked with CC operations teams to design inter-site call routing strategy.
- ❑ Resolving support/operational issues in liaison with Scrum Team & business groups.

Professional Test Engineer (Emirates Group)

Dec2013–Aug 2017

- ❑ Managed all the QA processes in an AGILE development environment and lead a team of QA personnel in all the testing efforts of the Products.
- ❑ Participated in Bi-Weekly User Story Grooming sessions and Iteration Planning meetings with Scrum Master, Product Owners, and Agile Team members.
- ❑ Accomplished testing goals on time & within budget throughout testing phases.

SKILLS

- Business/Functional Analysis
- Agile Principles/Framework Values
- Scrum/Kanban
- Product Backlog Refinement
- User story grooming/refinement
- Sprint /Iteration Planning
- System Demos, RPA
- Business Continuity Plans
- Iteration Retrospective
- Chat Bot, Voice Biometric
- Genesys Contact Centre
- Payment, Visual IVR & Triggers
- Chatbot, Speech & Text Analytics
- TMAP, SIPOC, RCA and FMEA
- Verint & Work Force Management
- Omni Channel Applications
- MPLS, SIP & CTI
- Jira, Confluence & Clear Quest

- ❑ Prepared the test strategies, test plan and test exit report.
- ❑ Risk assessment, mitigation planning and issue resolution.
- ❑ Mentored and trained other QA team members.
- ❑ Developed Test cases, Test data and reusable test scripts in JIRA for User Stories.
- ❑ Conducting root cause analysis on post release defects and implementing corrective action and process improvements.
- ❑ Implemented test metrics to communicate status of testing and error correction.

Honeywell Aerospace, Bangalore, India

Dec 2010 – Dec 2013

Senior Engineer

- ❑ Analysis of Requirement and Business documents
- ❑ Certification of AIS Diff and Periodic Device Driver V & V Tool.
- ❑ Testing of Epic IO tool in VM image using VMware vSphere Client.
- ❑ Reported on test group activities to Project Managers, Development Managers and Product Owners, (Test Execution, Defect Reports)
- ❑ Adding new Modules, Units and Applications in different Honeywell Primus Epic aircraft programs. Verifying the configuration constants as per new modules tested on Aircraft Bench Configuration.
- ❑ Tested the E-ASCB functionality against x86, PowerPC and 8b10b NIC modules.
- ❑ Running V&V tool to verify the ESCAPE Tool generated registries.

IDS Infotech Ltd, Chandigarh, India

May 2008 – Nov 2010

Software QA Engineer

- ❑ Performed system, functional and integration testing.
- ❑ Created test cases for manual as per test requirements.
- ❑ Performed execution of test cases manually to verify the expected results.
- ❑ Tested the product's functionality for hardware devices like Intel processor, SATA, USB, PCI, Bluetooth, IDE devices.
- ❑ Configuration & Installation of E-policy orchestrator 4.5 Server, McAfee Agent (HDLP)
- ❑ Installation and Compatibility Testing and creation of VMs to test the application in different flavors of OS.
- ❑ Identified and documented all issues and defects to ensure application software functionality works as per SRS.
- ❑ Participated in discussion of enhancement and Modification Request issues.

CERTIFICATION

SAFe Product Owner/Product Manager from Scaled Agile

SAFe Certified Scrum Master

Amazon Connect CC

Honeywell Design for Six Sigma

ISTQB Certified Agile Tester

ISTQB Agile Tester

AWARDS

Project of the Year 2018-2019 – Emirates Group

Najm Award – from Emirates Group

Partners Award – from Honeywell

Spot Award – From Honeywell

Employee of the month – From IDS InfoTech

Achievements

- ❑ Analyzed and scripted knowledge base manuals to improved average handling time of Contact Centre Agents by 10 secs.
- ❑ Improved documentation of QA testing practices to enhance their repeatability, cost and time.
- ❑ Successfully validated & implemented Avaya System in contact center without impacting the business.
- ❑ Certified AIS Diff and Periodic Device Driver V&V tool from Federal Aviation Administration.
- ❑ Led productivity and process efficiency through Design for Six Sigma methodologies.
- ❑ Used Amazon Polly and saved around 100K AED for customized IVR recordings.

EDUCATION

Bachelor of Engineering Information Science

College – NHCE, Bangalore

University – VTU

Country - India