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| **RAVI KANT SINGH****Email**. singhravikant10@outlook.com **Mobile**. +91 7600505707 **LinkedIn**: <https://www.linkedin.com/in/ravikant-singh-9063525a> |

**Professional Summary**

Perceptive Senior Business Analyst offering eight-plus years of experience delivering high-performance technology solutions to meet organizational demands. Dedicated to maximizing the impact of key performance metrics to enhance and expand business operations. Known for leveraging both macro and micro-scale analyses to generate holistic images of ongoing business operations for immediate actionability. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements.

**Key Skills**

Business Analysis Requirement Elicitation

Agile Methodologies Scrum & Kanban Framework

IT Project Management Patience & Leadership Qualities

Results-Oriented Business Artifacts Documentation

User Acceptance Testing/Manual Testing Knowledge of SDLC

**Major Projects Accomplished**

* US Healthcare – Telemedicine System, Healthcare Provider Credentialing, and Hospital Management System.
* eCommerce Solutions - Magento, Shopify, BigCommerce, BigCommerce and PWA based solutions.
* VAT Management System – An online VAT Declaration and Assessment system.
* Hospitality Management Systems – Hotel Management System, POS – Restaurant Management System (Including Inventory Module), Online Booking Engine, and Channel Manager System
* Retail Solution - FMCG
* Human Resource Management System
* Telcom – CDR Analytic System
* e-Governance System: e-Passport, e-Visa, e-Grey Card and Vehicle Registration System

# Professional Experience

**SENIOR BUSINESS ANALYST / CONSULTANT  *NOV. 2020 - PRESENT***

**AUREATE LABS PVT. LTD - SURAT, INDIA**

* + Coordinate with information technology department and prepare designs for functional specifications.
	+ Analyze functional requirements and collect all requirements and document processes.
	+ Establish business processes, analyze existing process and recommend improvements to same.
	+ Develop project plans for business and ensure appropriate implementation of plans.
	+ Monitor life-cycle of project and evaluate customer reviews for business process.
	+ Analyze business for clients and manage all customer projects.
	+ Maintain appropriate knowledge on various business units.
	+ Develop professional relationship with vendors and clients.
	+ Supervise efficient working of staff and provide feedback for employees.
	+ Facilitating communication and consistency across BA, Development, and Testing teams.
	+ Prioritizing requirements, creating conceptual prototypes, UML diagrams, and mock-ups.
	+ Involved in product design sessions, sprint grooming, sprint planning, and sprint review meetings.
	+ Facilitating project status meetings and providing weekly status reports to all stakeholders.
	+ Facilitating User Acceptance Meeting (UAT) and Go-Live Activities.

**SENIOR BUSINESS ANALYST/PROJECT MANAGER *APRIL 2018 - OCT 2020***

**1RIVET, LLP - INDIA**

* + Responsible for developing technical solutions to the business problems begins with defining, analyzing, and documenting functional requirements & specifications for development.
	+ Conducting regular meetings ensuring Project Tracking and control during the Execution Phase
	+ Reviewing & writing user stories for the development of new features or enhancements.
	+ Facilitating communication and consistency across BA, Development, and Testing teams.
	+ Prioritizing requirements, creating conceptual prototypes, UML diagrams, and mock-ups.
	+ Involved in product design, sprint grooming, sprint planning, and sprint review meetings.
	+ Working with the PMO team in defining project delivery methodology and templates.
	+ Facilitating project status meetings and providing weekly status reports to all stakeholders.
	+ Facilitating User Acceptance Meeting (UAT) and Go-Live Activities.
	+ Managing the team of business analysts and delegating the tasks as new contracts arrived.

**BUSINESS ANALYST/PRODUCT MANAGER  *NOV 2017 – MARCH 2018***

**SSM INFOTECH PVT. LTD. - INDIA**

* + Responsible for identifying, analyzing, documenting function and Non-functional requirements, prioritizing requirements, creating prototypes and mock-ups, or wireframes.
	+ Interact with the implementation team and help them understand the technical aspects of the solution.
	+ Facilitating Training sessions for the Stakeholders as well as Internal teams.
	+ Provided PRE-SALES support, created proposals, and Assisted the marketing team.
	+ Conducting usability and functional testing and recommend corrective and preventive actions.
	+ Handled Client Communication, Managing Key Client Accounts, and Leading CRM Teams.

**BUSINESS CONSULTANT/SOFTWARE SPECIALIST/PARTNERSHIP MANAGER *FEB 2013 – NOV 2017***

**EZEE TECHNOSYS PVT. LTD. – INDIA**

* + Coordinate with the clients to gather, understand, and analyze the business model and business requirements.
	+ Perform detailed analysis to determine the business need and propose a technical solution.
	+ Pre & Post-sales technical support and assisted the sales team in achieving their targets.
	+ Work with key project stakeholders and business-people to formulate and communicate the business vision and ensure proper planning for the projects.
	+ Managing Client communication and handling Key Clients account.
	+ Facilitated training sessions for the end-users (group as well as one to one sessions).
	+ Team Leader of Software Specialist & Partner Acquisition team.
	+ Responsible for partner acquisition, mentoring, generating sales, and relationship building.
	+ Responding to Partners and Clients queries, handeling complaints and reporting incidents.

**ENGINEER TRAINEE  *FEB 2012 – NOV 2012***

**SOLKAR SOLAR INDUSTRIES - CHENNAI, INDIA**

* + Worked in R&D Department.
	+ Looking after the Production of the solar products.
	+ Member of the solar power plant commissioning team.

**Professional Certifications**

* RPA Business Analyst – UiPath
* SFC – Scrum Fundamentals Certified – SCRUMstudy
* Project Management (Short Course) – eLearning College
* Implementation Manager Methodology – UiPath
* Security Training – UiPath
* Core PHP, MySQL, HTML, and CSS – Webster Pvt. Ltd.

**Technical Skills**

* Operating Systems – *Windows, Linux, Android, and IOS*
* Data Analytics Tool – *Google Analytics*
* Wireframing & UI Design – *Figma, Balsamique, Draw.io, and Visio*
* Documentation – *MS-word, Google sheets*
* Project Management Tool – *JIRA*

**Languages Known**

ENGLISH, HINDI, AND GUJARATI

**Educational Details**

**Bachelor of Technology:** Electronics And Instrumentation Engineering ***June 2007 To May 2011* Bharath University** – Chennai, India

**Higher Secondary Certificate:** Science Stream ***March 2004 To April 2006***

**Board Of High School And Intermediate Education** – Uttar Pradesh, India

 **Yours Truly**

 Ravikant Singh