



## JAGDISH DESHMUKH

A multi-faceted professional accustomed with proven management skills; targeting opportunities in **Business Analyst/Quality Analyst/Project Management/Product Owner** with an organization of high repute

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### Profile Summary

**Goal-oriented professional offering 13 years of success in Business Analysis, Quality Analysis & Software Project Management; expertise in achieving goals set for better quality and achieving higher operational efficiency**

- ▶ **Forward-focused Lead Consultant with** expertise in concepts of end-to-end project planning & implementation which includes business analysis, scope management, risk analysis, quality management and so on
- ▶ Hands-on on-site experience and visited **Dubai, South Africa** as a coordinator between On-Shore and Off-Shore Teams
- ▶ Proficient in Business Analysis, Agile Methodology, Functional Testing, Regression Testing, Integration Testing, UAT. Expertise in **Banking & Financial Services & Automotive domain**
- ▶ Impressive success in leading completion of various projects for various prestigious clients such as **CITI BANK, Standard Bank (SA), Al Habtoor Motors (UAE), Tata Motors, Jaguar Land Rover & Jain Irrigation Systems Ltd**
- ▶ **Performance-driven professional** with excellence in client engagement; set up project delivery strategy, operations readiness & internal controls in the organization
- ▶ **Exhibited excellence** in grasping the big picture, conceptualizing, developing and implementing solutions, partnering closely with Business Leaders & Stakeholders to achieve higher levels of efficiency & effectiveness
- ▶ **Effectively presided** over attending project review meetings and coordination meetings, working towards client management and relationship development during & after the project, monitoring & reporting both internally and externally on project progress



### Core Competencies

Business Analysis	★★★★★
Quality Analysis	★★★★★
People Management	★★★★★
Vendor Management	★★★★★
Management Reporting	★★★★★
Client Engagement	★★★★★
SLA Management	★★★★★



### Academic Details

- ▶ MBA (Operations), ITM Business School, Mumbai in 2011
- ▶ Post Graduate Diploma (IT), Mumbai University, Mumbai with 68.02% in 2006
- ▶ B. Sc, Mumbai University, Mumbai with 61.75% in 2003



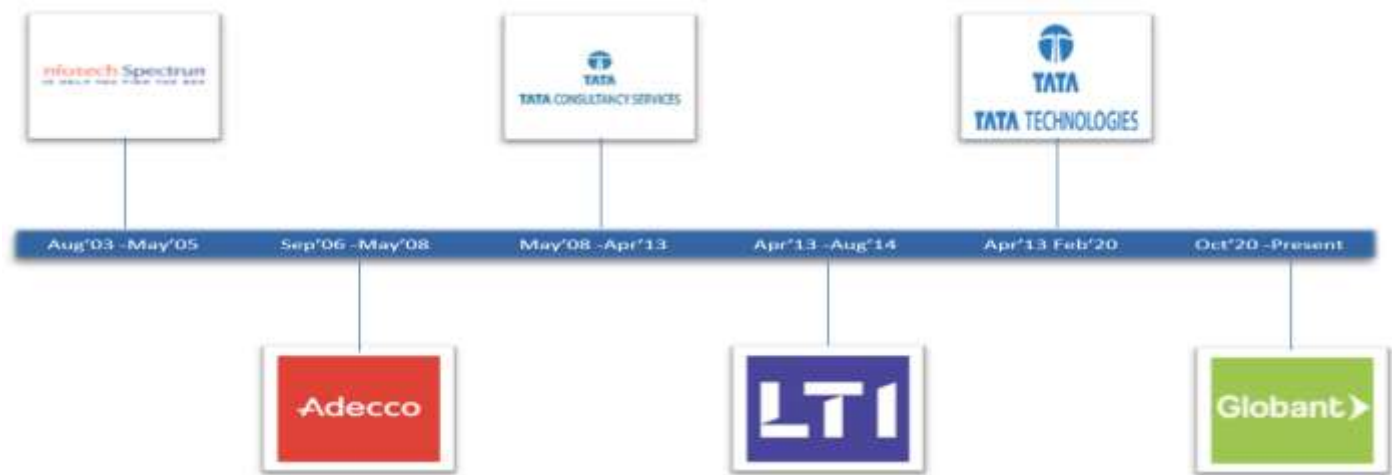
### Certification

- ▶ Certified in:
  - Prince2 Foundation & Practitioner
  - Certified Scrum Master (CSM)
  - Certified Scrum Product Owner
  - Certified Digital Marketing Professional
  - Scrum Fundamental Certified
  - ISTQB (International Software Testing Qualification Board)
  - Google Analytics Beginner
  - Advanced Google Analytics
  - Six Sigma Yellow Belt Certified
  - NCFM for "Beginner's module of Financial Markets"
  - NCFM for "Equity Derivatives-Beginners Module"



### IT Skills

- ▶ Skills: Project Management, Business Analysis, Software Testing, Agile Methodology
- ▶ Database: SQL
- ▶ Tools: HP ALM, JIRA, MS Project, ServiceNow, Azure Devops
- ▶ Siebel CRM, Oracle Engagement Cloud, Eloqua and Oracle Bluekai DMP, ServiceNow



## Organizational Experience

**Oct'20 – Present Globant, Pune as Sr Consultant / Business Analyst**

**Project Title:** ServiceNow Data Protection Assessment Service (GRC)

**Description:**

- ▶ ServiceNow CoRe DPAS implementation of incorporating an application in the Governance, Risk & Compliance (GRC) module of ServiceNow that offers a unified system to conduct global, centrally-managed data protection assessments for new or enhanced technologies, processes and procedures released by Deloitte and/or impacting multiple countries, geographies and/or member firms.

**Project Title:** ServiceNow HRSD (Human Resource Service Delivery) Employee Onboarding

**Description:**

- ▶ Purpose of this project was to enhance candidate experience and automate employee onboarding process that includes Resource Request, Interview scheduling and assignment, Documentation, Mobile Onboarding, Induction, Knowledge Management, Assigning Assets and assigning project.

**Key Result Areas:**

- ▶ Engaging in various activities such as business requirement, technical feasibility, high level analysis and resolving phase
- ▶ Translate stakeholder requirement into different tangible deliverables such as functional requirement, user stories, workflow/process diagram, data flow diagram
- ▶ Creating Chevron and Swimlane diagram, Product feature list, User Interface Document, Use case diagram, Prototypes, Help Manuals, Test Scenarios
- ▶ Create maintain product backlog in alignment with the client requirements and feature priorities
- ▶ Prioritize product backlog according to business value and stakeholder input
- ▶ Convey the vision and goal at the beginning of every release and sprint to the development team
- ▶ Represent the stakeholders, end users and customers to the team, answer questions
- ▶ Participate in planning meetings, reviews (Demo) and retrospect meetings
- ▶ Managing and driving product development using AGILE Methodology
- ▶ Working closely with the Development & Testing teams to ensure accurate analysis, Zero defect, Quality and speedy deployment of the agreed deliverable to the client
- ▶ Ensuring "Impact Analysis" and "Risk Analysis" in detail for desired development, present it to Business
- ▶ Assisting project delivery team, ensuring module/ functionality release in the form of new change request or defects
- ▶ Collaborating with various partners/vendors and working groups which are involved in project
- ▶ Developing detailed project plans; maintaining project deliverables in-line with project milestones
- ▶ Assuring effective reporting, tracking and resolving of the issue; formulating project status reports to stakeholders (Weekly/ Monthly/ Quarterly)
- ▶ Administrating Agile/Scrum processes including sprint planning, Daily Scrum, Scrum Reviews, Sprint retrospectives and coordinating with product owner for product backlog refinement
- ▶ Contributed towards user story title standardization effort that defined content and format standards to enable automated reports.
- ▶ Removing impediments & helping team to find the right people to remove the impediment.
- ▶ Setting up sprint dashboard, creating sprint reports in JIRA
- ▶ Ensure proper tracking of all documentation such as agreed design well defined user stories, sprint reports and sign offs on deliveries
- ▶ Preparing Test plan for testing team and perform UAT in the final project

- ▶ Created and reviewed functional test cases and audited the functionality on the quality of deliverables at intervals
- ▶ Playing a key role in coordinating with Business in various phases of User Acceptance Testing (UAT) and ensure that project timelines are achieved
- ▶ Liaising with teams to ensure the correct and timely resolution of issues that may arise during development and Testing
- ▶ Co-ordinated the preparation of training materials and conduct training for new product feature
- ▶ Supporting pre-sales team in production of RFP/RFQ; ensuring knowledge transfer (KT) within multiple teams as a part of project handover
- ▶ Delivering WCC (Work Contract Certificate) to clients and maintaining timely completion of UAT/SIT phase with client sign off
- ▶ Lead team of 3 Jr business analyst, 2 data analyst and 2 developers

#### ***Aug'14 – Feb'20 TATA Technologies, Mumbai as Project Lead / Lead Consultant***

**Project Title:** Al Habtoor Motors–UAE

**Description:**

- ▶ Oracle Engagement Cloud deliveries which are fully integrated by sales and service capabilities on a single platform with a unique combination of sales automation, service request management, knowledge management, and digital customer service
- ▶ Marketing Cloud Eloqua (Oracle Eloqua) which enables marketers to plan and execute campaigns while delivering a personalized customer experience for their prospects

Oracle BlueKai: Data Management Platform

**Description:** BlueKai is the industry's leading cloud-based big data platform which enables marketing organizations to personalize online, offline, and mobile marketing campaigns with richer and more-actionable information about targeted audiences.

**Project Title:** Jaguar Land Rover Siebel CRM & Jain Irrigation Systems Ltd.

**Description:**

- ▶ Siebel Automotive is a comprehensive suite of e-Business applications that allows organizations to manage, synchronize, and coordinate all customer touch points
- ▶ Siebel Automotive has been closely integrated with a wide array of back-office applications, including applications for inventory management, fulfillment, and parts location. Pricing and tax calculations can be adjusted for each dealer's requirements

#### ***Apr'13 – Aug'14 L&T Infotech Pvt. Ltd., Mumbai as Sr. Software Test Engineer***

**Client:** Standard Bank (South Africa)

**Projects Mapped:** Retail Forex System (RFS)

#### ***May'08 – Apr'13 TATA Consultancy Services Pvt. Ltd., Mumbai as Sr. Process Associate***

**Client:** Citi Bank (North America)

**Projects Mapped:** Anti Money Laundering (AML), Citi-Screening, Operational Data Source, GTAS (Global Transfer Agency System), Check 21, IVR

#### ***Sep'06 – May'08 Adecco Flexione Solutions, Mumbai as IT Support Associate***

**Client:** Tata Motors

**Projects Mapped:** Siebel CRM & DMS

#### ***Aug'03 – May'05 Spectrum Info Tech Pvt. Ltd., Mumbai as Jr. Faculty***



## **Personal Details**

**Date of Birth:** 29<sup>th</sup> March, 1983

**Languages Known:** English, Hindi, Marathi

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