**Pratik Bidri**

**Pratik25223@gmail.com**

 **201-244-3226
Project Manager/ Business Analyst**

**Professional summary**

A highly motivated, open-minded and result driven individual with 8+ years of experience in Project Management and Business Analysis. Acted as an enabler in successful software development projects. Experience in working with both Traditional and Agile software development methodologies. Worked in multiple projects implementing content management systems, training portals, e-commerce and customer service. Proven track record in managing cross-functional teams and building end-to-end features while achieving customer satisfaction. I enjoy the process of research and analysis and always strive to bring the right amount of knowledge and creativity to any project I undertake.

* Experience working with various **Systems/Product Development Life Cycles (SDLC/PDLC)** processes such as **Waterfall** and **Agile Scrum-Waterfall Hybrid**, and **Scrum** with working knowledge of **Extreme Programming, Spiral, Kanban and Scrum Ban**.
* Strong **Project Management Experience** and clarity to generate documents and reports for the completing the project such as **Project Plan, Project Charter, Work-breakdown structure, Vision and Mission statement.**
* Highly experienced in managing end-to-end **Project Life-Cycles** within budget in a timely manner whilst meeting high standards
* Analytical thinking applied to Project scope and identifying a suitable **Project Roadmap** with achievable milestones
* Good expertise in stakeholder management by using methods such as **RACI Matrix** and **Importance and Influence Matrix** that helped in creating communication strategy, collaboration strategy and ultimately delegating responsibilities efficiently.
* Excellent decision-making skills based on Data Analysis be it for **New Product Development, Coaching or Conflict Management** with well-balanced understanding of business relationships and cross-functional teams.
* Understood project related KPIs and created and different strategies to measure them and deliver project success
* Helped business stakeholders with **Release planning** by undertaking the necessary research in the form of **Market analysis, Competitive analysis, Organization analysis** and help them define **MVP (Minimum Viable Product)**, MRF **(Minimum Releasable Features)** and **MMF (Minimum Marketable Feature)**
* Expertise in conducting **GAP Analysis (AS-IS and TO-BE), Risk Analysis, Impact Analysis, Cost-Benefit Analysis** and **SWOT Analysis**
* Extensive understanding and first-hand knowledge of implementing **Agile** Principles into existing **Waterfall** methodology.
* Proficient in facilitating and even conducting **Requirements Gathering Activities** to gather **SMART** requirements using diverse elicitation techniques such as **JAD Sessions, Brainstorming, Interviews, Requirement Workshops, Focus Groups and Prototyping.**
* Hands on experience in taking part in **Sprint Ceremonies (Product Backlog Grooming, Sprint Planning Meeting, Daily Scrum Meeting, Sprint Review Meeting and Sprint Retrospective Meeting) for Agile Scrum as a Product Owner**.
* Enforced the **INVEST** approach in **User Story workshops** while also gaining experience in **Horizontal and Vertical slicing** requirements for **Features, Themes and Epics**, to attain more clarity of the features and deliver maximum business value
* Well versed with **Product Backlog Prioritization Techniques** such as **MoSCoW, KANO, 100-Point** and **Estimation Techniques (Planning Poker, T-Shirt Sizing, Relative Mass Valuation)** for picking Product Backlog Items (PBIs) to commit within a Sprint.
* Excellent writing and documentation skills in creating, modifying and analyzing **Business Requirement Document (BRD), Functional Requirement Document (FRD), Use Case Documents and System Requirement Specifications (SRS)**
* Validated and designed **low-fidelity and high-fidelity wireframes, mock-ups and diagrams such as UML Use Case, Activity, Sequence, Process Maps, Flowcharts using Lucid Charts, Balsamiq, MS Visio** to represent the functional impression of the system.
* Strong experience in managing internal and external **Dependencies** amongst product teams. Published monthly and quarterly status reports along with maintaining various metrics to achieve the target within the deadline
* Created **Conceptual and Logical data models**, and **Data Mapping Documents** for **Data Migration** **& Integration process**
* Facilitated successful implementation of **ETL** process and performed source exploration, **Data profiling**, application of transformation logic and data delivery to the **Data Warehouse** using tools like **Informatica PowerCenter**
* Experience of working with and have knowledge of different system architectures like n-Tier architecture, service-oriented architecture (SOA) and microservices architecture (MSA) using different formats like JSON, XML to communicate/transmit data between client and server and documented **REST** and **SOAP APIs using Swagger.**
* Strong and concrete understanding of web service concepts like **HTML, CSS, SOAP, UDDI, REST, JSON, Parsers – SAX, DOM** under various architectures like **Three-Tier Architecture**, **Service Orient Architecture (SOA), Micro Services Architecture (MSA)**
* Performed API testing on SOAP, REST and Bulk APIs to validate the information exchange between applications using **Postman.**
* Extensive knowledge of **Continuous Integration** and **Continuous Deployment (CICD)** using **Jenkins** and **Bamboo**
* Proven expertise in developing **Test Cases, Test Plans, Procedures and Traceability Matrix and documenting defects using HP QC and HP ALM. Collaborated and monitored Black-Box Testing, Regression Testing and System Testing**
* Coordinating the execution of **Business UAT, Usability Accessibility Testing** across the various Application Portfolios.
* Delivered analytical **Static Reports, Ad-hoc Reports, Interactive MOLAP reports, IT reports, data quality reports, metadata reports** and generated intuitive dashboards using reporting tools like **Tableau and Quicksight**.
* Experienced in **defect tracking, defect analysis** & ability to organize, document & track changes using **Jira**

 **TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **SDLC Methodologies** | Agile-Scrum, Waterfall, Waterfall-Scrum hybrid, Scaled Agile (SAFe) |
| **Cloud Technologies** | Salesforce marketing cloud, sales cloud, service cloud, |
| **Data Warehousing** | Data Marts, OLTP, OLAP, Multidimensional Analysis |
| **Reporting Tools** | Tableau, Quicksight, MS PowerBI, Hadoop |
| **ERP & CRM** | Salesforce CRM, Act! CRM |
| **Databases** | MYSQL, Microsoft SQL, T-SQL, PL/SQL |
| **Requirement Management** | JIRA, HP ALM, Confluence |
| **ETL Tools** | Informatica PowerCenter 8.x/9.x,  |
| **Programming Languages** | SQL, HTML, Java, Python |
| **Web Services** | SOAP, REST, XML, JSON, Swagger |
| **Modelling Tools** | Balsamiq, Wireframe Pro, MS Visio |

 **Professional Summary:
Project Manager – Walmart *(Bentonville, AR)* January 2020 – Present**

***Summary*** *– Focus on implementing a new subscription service within the Walmart application/ Desktop. The purpose was to create a new module for the subscription plan that enhances online and store shopping experience for existing customers. The expanded experience offered users online shopping benefits and same day delivery for certain products as well as a new scan and go feature that streamlines the store shopping experience during the Covid-19 Pandemic.*

* Responsible for Defining the Overall **Product Vision** and Goals along with a strong understanding of the Market and Customers. Defined KPIs to measure project success and established reporting measures for the same.
* Assisted the business stakeholders in writing detailed **User Stories** along with a well-defined corresponding **Acceptance Criteria** for the PSPI (Potentially Shippable Product Increment) to be delivered.
* Overlooked **Requirement Elicitation** activities and techniques undertaken by the Business Analyst in trying to understand business requirements. Conducted **Interviews, JAD sessions, Interface analysis, Document analysis.**
* Identified the **MVP/MRF** by analyzing multiple data inputs from customer surveys, market research and other elicitation techniques conducted with stakeholders and Subject Matter Experts
* Worked with development team to create **Mock-ups and Wireframes to provide clarity on the** graphical interface**.**
* **Validated UML Diagrams such as Sequence, Activity and Use Case Diagrams** and communicated the same to stakeholders to offer a more detailed overview of the system.
* Analyzed Data requirements for high-level management and overlooked creation of **Data modelling and Mapping documentation.**
* Identified different data sources and participated in the ETL process using the **Informatica Power Center**
* Aided the **Scrum Masters** in facilitating time-boxed SCRUM ceremonies such as the **Product Backlog Grooming**, **Sprint Planning**, Daily Scrum **Sprint Review Meeting** and **Sprint Retrospective Meetings**
* Helped Scrum masters to get quick solutions for high-level **Impediments** and maintain team velocity to meet release deadlines.
* Maintained API documentation and specification for request and response messages using **Swagger**.
* Managed a list of **Dependencies** of current & future sprints and coordinated with development teams, scrum masters, stakeholders and external vendors to keep a contingency plan ready beforehand to make sure the project timeline is not hindered.
* Presented timely updates on **Sprint progress** to key stakeholders and also offered updates on **deadlines, milestones and risks.**
* Identified root cause of bottlenecks during Sprints and worked closely with the team to help eliminate them in a timely fashion.
* Used **Tableau** to create customized dashboards, showing reports of the on-line store activity and measure KPIs.
* Managed and maintained a highly collaborative work environment with a cross-functioning team full of developers, designers and testers. Ensured constant communication with business stakeholders to keep everybody on the same page,
* Maintained the full Agility Board on JIRA, and assisted the testing team in tracking bugs, issues and defects.
* Overlooked development of **Test Plans, Test Cases and Test Scripts** and assisted testing team in **System Integration, Performance Tests, Functional** and **Non-functional tests.**
* Assisted with **User Acceptance Testing (UAT), Usability Testing and Accessibility Testing, developing and maintaining quality procedures, and ensured that appropriate documentation is in place.**
* Acted as a liaison between various teams and high-level stakeholders during the successful release of the product.
* Performed **CRUD** operations on **SQL** & **stored procedures** using **SELECT & JOIN** for drill downs to pull data while being actively involved in reading data from varied file types, created standard and ad-hoc reports using SQL, generating delimited files and SQL script to load data into SQL tables.

***Environment and tools: Agile-Scrum, Java Script, JIRA 8.6.1, Confluence 7.2.0, Lucid Chart, SQL, MS Excel, Plainview, Oracle, MySQL RDBMS, Tableau 2019.4.1, Informatica Power Center 10.4.1***

**Project Manager – eBay *(Salt Lake City, UT)* August 2018 – July 2019**

***Summary*** *– Focus on implementing virtual ebay stores. The purpose was to allow businesses on ebay to create digital stores where they have diverse set of features from branding to inventory options. The expanded experience offered sellers new branding modules, where they can add their logo, create billboard banners and add more stories about their business. Sellers also have more merchandising display options, including featured listings and custom Store categories. My project focused specifically on creating interface for the service and various modules that sellers could make use to build their brand.*

* Worked closely with the **Business stakeholders** in prioritizing and defining the short term and long-term roadmap for the team and understand if they are in line with the project vision and scope.
* Ensured that all the necessary elicitation techniques, such as, **Interviews, brainstorming and requirements workshops,** are carried out with business owners, development teams, customer service team and subject matter experts to elicit requirements and make sure that they align with the project vision.
* Conducted **GAP Analysis** to thoroughly understand and document **AS-IS process** flow and to determine the **TO-BE process**
* Enumerated customer pain points during the **Vision** meeting and communicated the same to other stakeholders to help define value of the product being build.
* Helped understand the data needed by the retailers and sellers to create an intuitive **dashboard.**
* Participated in relative value analysis and assessed stakeholder goals to develop the feature release roadmap.
* Introduced agile methodology and related tools in pilot phases, met executive management to review the various agile practices and get them on board with the plan and get approval for the same.
* Populated and refined the **Product Backlog** with users stores and enforced the need for detailed **Acceptance Criteria.**
* **Prioritized Product Backlog** by using vertical slicing techniques to offer maximum business value.
* Entailed with the **Scrum Master** in creating **Burn Up/Burn Down charts** to communicate team progress to executives.
* Co-ordinated with cross-funtioning teams and provided training modules for customer service representatives to help them to get a better understanding of the new system and a step-by-step procedure to handle customer queries.
* Maintained API documentation through Swagger and ensured their accuracy with regards to responses and data being fetched
* Ensured functionalities meet acceptance criteria and verified automated and manual tests and their outputs.
* Closely monitored & performed **Smoke tests**, **UAT** Sessions, worked on **defect life cycle** using **JIRA**

***Environment and tools: JIRA7.6.7, Confluence 6.8.5, Tableau 2018.3.19, Lucidchart, Java, MongoDB, Oracle MySQL RDBMS, SOA, Slack, MS Project, MS Excel, MS Power Point, Plainview,***

**Sr. Business Analyst – Lowe’s *(Morrisville, NC)* October 2017 – July 2018**

***Summary*** *– Lowe’s being a big company, wanted to streamline the training process for its store staff in its consumer electronics department. The project was to create a portal where staff members can log-in and get information on key features on new and existing product, based on categories and brands. They could also search products by name and product ID. Information on the promos related to the products were also listed.*

* Studied overall organizational structure and helped create a **RACI chart** with all the stakeholders involved for the project.
* **Developed recommendations for senior management.** Mapped an importance/ influence matrix.
* Communicated with stakeholders across the board including business managers, and the development team to make sure the goals are clear, and the vision is aligned with **business objectives.**
* Undertook in-depth **documentation analysis** of existing policies and training guides, company guidelines to get an understanding of the business process and future requirements.
* Helped build the **Product Roadmap** by working with various teams such as Training, Content, UI team and Category.
* Undertook requirement elicitation activities such as **interviews, brainstorming sessions, JAD Sessions** with multiple stakeholders involving trainers, product teams, selected store personals, UI designers and developers.
* Facilitated **PBI grooming** sessions and collaborated with development teams to break down **EPICs** and development roadmap.
* Prioritized the backlog using various techniques such as **MoSCoW and Relative mass valuation.**
* Managed a team of engineers and designers to build and ship a minimum viable product **(MVP)**
* Implemented a release plan according to the scheduled releases based on business priority.
* Helped facilitate sprint planning and took part in estimating techniques such as **Poker Planning** and triangulation
* Created a work environment with complete emphasis on triple constraints of scope, schedule and cost for the project.
* Managed project sprints progress and updated business owners with weekly status reports
* Prioritized product backlog by assessing sprint reviews and **technical debt** to maximize business value.
* Developed a mechanism to track and control dependencies outside of the project team and escalated issues when necessary.
* Worked closely with product teams and training teams to understand the business objectives and actual results and satisfaction of the store staff with regards to system and training

***Environment and tools: JIRA 4.14, Confluence 6.4.3, MS Visio, Java, Oracle MySQL RDBMS, SOA, Slack, MS Project, MS Excel, MS Power Point, Plainview, Smartsheet, Microsoft BI***

**Business Systems Analyst – Jio Telecom *(Mumbai, India)* May 2016 – August 2017**

***Summary*** *– The project was a salesforce integration project to help the company offer a better CRM system, that will centralize all of the customers touch-point in one place and help improve the over-all experience. The project was to help upcoming Jio Telecom to implement a customer service portal on their website complete with a chat bot. The service was to answer a set of FAQs, give additional information to customers or redirect them to other Jio services or give handover to customer service representative. I was heavily involved in implementation of customer service dashboards, and data mapping tasks to get users the right information.*

* Assisted in creating **Work Breakdown Structure** to communicate project milestones to stakeholders involved.
* Helped create essential documentation in the form **Project Charter & Project Management Plan**, with active collaboration from development team and product owners.
* Provided consultation support to identify key requirements, defined project scope, developed project plan and schedule,
* Understood the customer service policies and prepared presentations; educating staff on new products and technologies that were growing in the industry and provided leadership to internal teams for delivering key initiatives.
* Made regular presentations to Portfolio stakeholders with program level plans and status updates to keep the visibility to stakeholders, improving stakeholder engagement and risk planning.
* Created and maintained risk register to identify, monitor and mitigate risks across various development stages.
* Performed requirement elicitation techniques such as brainstorming, JAD Sessions, interviews, focus groups and surveys.
* Elicited requirements from Customer service team to help understand the data needed and the desired application layout.
* Helped understand the data needed by the customer service team to create an interactive **Salesforce CRM dashboard**
* Executed various SQL queries to extract data from all relevant sources and get a better understanding of key features needed.
* Helped the management adopt **Agile methodology** by adhering strictly to its philosophies and software development process.
* Prioritized product backlog and helped create multiple release plans that assisted in creating the product road-map.
* Performed necessary **Data mapping and Data modelling** tasks for the customer service database.
* Coordinated with the development team (data architects and data analysts) to carry **out data profiling, migration design, migration build** and ensure appropriate mapping based on validation rules set by **Salesforce** field requirements.
* Designed & deployed **dynamic workflows**, **validation rules**, **Approval Processes** & **Auto-Response Rules** for automating business logic with Sales & marketing cloud on salesforce.com.
* Collaborated with other product owners from various business services to help implement their respective services within the chat bot Helped in creating Test Scenarios and Test cases for **UAT testing.**
* Identified impediments during the development stage and collaborated with stakeholders to resolve them.

***Environment and Tools: Waterfall - Agile, Oracle MySQL RDBMS, Power BI, REST API, MS Project, MS Excel, MS Power Point, MS Office, Microsoft SharePoint 2013***

**Business Analyst – Reliance Digital *(Mumbai, India)* October 2013 – April 2016**

***Summary*** *– Reliance Digital at this time was trying to transition into an ecommerce platform with new design and look. I worked on multiple projects during my time here.*

*Project 1 - The project was based around creating a content publishing section on Reliance Digital’s website called Solution Box. The goal was to successfully transition from HTML to WordPress and give content writers the ability to quickly publish articles and drive traffic on the company’s website. I worked as business to develop a backend that can tie-in with other aspects of the website.*

*Project 2 - The other project was a data integration and warehousing tasks to get customer and order details to delivery vendors on time. Also creating reporting dashboards for marketing teams to help analyze customer satisfaction based on various parameters to help design future promotions.*

* Acted as liaison between the content team and the IT team to help create a content publishing portal on the company’s website.
* Worked with content writers to understand the essential **WordPress** layouts needed for publishing different kinds of articles on each of the segments withing the content publication section on the website.
* Facilitated **JAD sessions** between key stakeholders such as content writers, IT team and UI designers to understand the product.
* Gathered system requirements from different business stakeholders within marketing and customer service teams and created **Business Requirement Document** and **Functional Requirement Document**
* **Elicited system requirements** by doing an intensive **Document analysis and interface analysis.**
* Helped UX designers understand requirements to create mock-up screens for every landing page.
* Clarified key functionalities for developers throughout the development stage and helped them stay on track to meet deadlines.
* Stepped in for product manager in monthly meetings from time-to-time to update product owners of the project progress.
* Captured change requests coming from various teams. Performed and documented an Impact analysis on the request and reported the same to Change control board, consisting of high-level executive for approvals.
* Re-baselined FRDs based on approved changes and communicated the same to business stakeholders keeping them in the loop.
* Developed **Conceptual and Logical data models** to give a better understanding of the desired database system.
* Supported **ETL** developers in creating workflows and scheduling batch processes based on **Data Mapping.**
* Oversaw the Database teams and DBAs while implementing the **Enterprise Data Warehouse**
* Assisted in UAT, developing and maintaining quality procedures, and ensure that proper documentation is in place.
* Used Tableau for data reporting, studying the trends, data patterns, data forecasting and visualization.
* Prepared **Test Cases** based on FRD and undertook **UAT testing** by mapping them to **Requirement traceability matrix.**
* Maintained an issue log by performing various types of testing throughout **Software Testing Life Cycle** (STLC) and Bug Life Cycle
* Prepared progress reports weekly and updated project managers and department managers of the same
* Overlooked the successful release phase by the acting as a medium between the IT team and Management.

***Environment and tools: Waterfall methodology, MS Office, MS Visio, JavaScript, HTML, XML, MS SharePoint 2013, MS Excel, MS PowerPoint, Tableau, Informatica Power Center 9.5.X, Tableau V 7.0***

**Data Analyst – Dmart** ***(Mumbai, India)* September 2012 – August 2013**

***Summary*** *– The project was to help Dmart implement pick-up shopping cart on Dmart’s existing website. The new feature would help customers add the products to a virtual shopping cart on the website and then pick up and pay for the items at the store. This was an upgrade over users having to call the store to place the order.*

* Worked closely with clients to understand project requirements.
* Performing **Data Cleansing**, understanding relationship between different entities within the dataset.
* Understanding the KPI’s client is interested to see and making data suitable for analysis.
* Data Analysis by using various **Microsoft Excel functions such as Conditional Formatting, Lookup Functions, Pivot Tables, V-Lookups** and performing statistical tests using Minitab.
* Streamlined data collection procedures and prepared reports on weekly and monthly basis.
* Worked with team members to complete projects and achieve project deadlines.
* Developed Power Point Presentations for presenting to the clients.
* Developed various visualizations such as **Pie Charts, Scatter Charts, Histograms, Waterfall Charts, Bar Charts, Pivot ChartsCombo** Charts to represent the Key Performance Indicators to the clients.

***Environment:  MS Visio, MS Office Suite MS***

**Education summary**

* **Advanced Professional Program in Marketing – BCIDS – June 2012**
* **Bachelor of Commerce – Bhavans College – June 2011**