



## NEETAN DHAR

Business Analyst

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📍 BTM 1st Stage , Bangalore

### 🚀 TECHNICAL SKILLS

Requirement gathering, User Stories, UAT, Change handling, Researching, Validate requirements, Documentation/organizing, Data Review  
CPQ , Oracle sales Applications  
Apex tools , JIRA Confluence, AMS , N+, SQL,  
Infoblox, HPNA, STAR, CMS, EMS, QRadar, VMS, IGP , Service Now  
Axure and MS Visio



### CAREER OBJECTIVE

An ardent, solution driven Business Analyst with total 4+ years of functional experience in analysing and developing processes, coordinating and managing quality projects. Possess great Business Analyst skills with good knowledge on SDLC.



### CORE COMPETENCIES

Requirement Elicitation techniques  
Business Analysis and implementation solution  
Client Engagements  
Requirement Management and Analysis  
Root Cause Analysis and Change Management  
Agile Scrum & waterfall SDLC Models  
User Stories and creating UML diagrams  
Process flows and Use cases  
Quote to Order process in oracle CPQ



### EDUCATION

**Watumull Institute of Electronics Engineering and Computer Technology (Mumbai University)**

Electronics and Telecommunication  
First Class  
2015



### EXPERIENCE

**FIS Global ( Deputed by Spanidea Pvt LTD )**

Business Analyst  
February 2020 - February 2021

Responsibilities :

Need to fix IP address and inventory records on our inventory management system.

Need to develop and monitor data quality metrics and to ensure to meet business data and reporting along with client to get the resolution on IP addresses.

Extracting data from sources like Infoblox, HPNA, STAR and QRadar and other networking tools.

Expertise in gathering, analyzing and researching on IPs with the different teams.

Experience in ServiceNow for requesting and approving access to business applications and fulfillment of access requests

Mentoring the team members and helping them with the process of workflow.

**Oracle Solution Service India Pvt. LTD (OSSl)**

Business Analyst  
October 2018 - February 2020

Responsibilities:

Requirement Gathering for the New/Enhancements product.

Wrote user stories and created UML diagrams JIRA Confluence.

Involved in UAT testing

Interacting with customers/stakeholders

Interactive with different

Engage with global cross-functional business teams to initiate projects , to analyze Enhancement requests and communicate with the development team.

Prioritizing issues and handling Escalations to provide timely help and Raising tickets to correct the ARR value of the Contract

**Oracle India Pvt LTD ( Deputed by Randstad India Pvt LTD )**

Business Analyst

*August 2016 - October 2018*

Responsibilities:

Quote Management: Creating quotes for the sales rep basis customer requirement if they find difficulties in CPQ/Web quote and engage technical team if there is a system issues. Support sales on creating existing contracts for the quote if the customer Expanding/Renewing their existing environment

Approvals: Support till the deal is approved by the highest approves

Order/Provisioning: Engage Order Management / Provisioning team on behalf of sales if the customer environment provisioned without any issues

Prioritizing issues and handling Escalations to provide timely help and Raising tickets to correct the ARR value of the Contract

Engage technical team to resolve the system issue sales facing. Create the Bug for technical issues Using DMIT issue tracker and Bug tracker, Bug DB applications

Support Project Managers on their projects in PMW offline tool Support Delivery Business

Operations (DBO) in Online Module where the projects are loaded Involved in PMW UAT testing with every new release Monitor/Start/Stop Production, Stage, Test & Development server on daily basis and in contact

Providing end to end support to sales from quote to Order Process Helping Sales in Preparing Quotation, Ordering Document and Budgetary quote

Good knowledge and Hands-on experience on Oracle sales Cloud, Web Quote Tool, QRS (Quote Request System), GSI .(Global Single Interface/Instance), CPQ (CPQ Configure Price Quoting) and DAS (Deal Approval System) approval system tools (Oracle Applications to prepare Quotations for buying products).

Responded to requests raised by internal users through incidents for various sales applications those are used on a daily basis (Web Quote Tool, QRS, GSI and DAS).



## PROJECTS

**Drivers Drowsiness Detection**

Drivers Drowsiness Detection (DDD) was based on 'Eye Tracking'. The project uses Image Processing as a tracking method through which the eye movement of the driver is tracked using a camera. The image generated through the camera is processed and finally, a clear image frame of the eye is obtained. At a very fast rate eye frames are produced and compared with standard. In case the eyes remain closed for more than the threshold limit, an alarm is generated to alert the driver



## CERTIFICATION

40 PDU hours certification from IIBA, EEP Business Analyst Training



## INTERNSHIP

Have done internship in Aress Software as Software Development Trainee



## PERSONAL STRENGTHS

Ability : handle multiple task on the daily basis

Energetic: Always energetic and eager to learn new skills

Communication: Posses strong communication skills both written and verbal

Analytical and Initiative

Strong work ethics and Flexibility



## PERSONAL PROFILE

Date of Birth : 31/12/1992

Marital Status : Single

Nationality : Indian

Known Languages : English, Hindi, Punjabi, Kashmiri, Urdu

Hobby : Play football, softball and cricket