## **KARAN KAPADIA**

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**PROFESSIONAL EXPERIENCE:**

**KPMG, New York, NY**  March 2019 - Present

Business Analyst- Service strategy and governance

* Documented and gathered business requirements from SME’s based on feedback for modifications and upgrades
* Created stories, enhancements, defects and performed development, QA and UAT testing using the ServiceNow tool
* Completed documentation containing workflows, technical specification documents and user interface instructions

**GNC, PA** Feb 2018 - Feb 2019

Jr. Business Analyst

* Developed the Vision Document aligning with corporate strategic objectives by gathering insights from various business groups, stakeholders and users
* Co-coordinated the User Acceptance Testing (UAT) daily with the SME’s to validate business requirements addressed in the application

**HDFC Bank, Mumbai, India** June 2017 – Dec 2017

Jr. Business Analyst

* Designed and created a retail online banking mobile application allowing customers to manage banking efficiently
* Brainstormed sessions with the SME’s to identify the modifications in back-end application processing system (AS/400)

**Projects:**

**ServiceNow Agent, KPMG** Sept 2019 - Present

* Created an application called “ServiceNow Agent” which enabled firm employees to use ServiceNow on mobile
* Worked as a part of a team in the service strategy and governance department and managed plugins like skills, application connection, walk- up experience, communities and coaching
* Held Weekly business prioritization meeting to bridge communication between major stakeholders and developers
* Current Progress stands at all stories being in stage 2 Quality Assurance

**GNC Mobile Application, GNC** Feb 2018 - Feb 19

* Upgraded the GNC mobile application to include functions requested by business owners and make it user friendly
* Developed seamless integration between the mobile app and Point of Sales
* Integration resulted in effective management of customer accounts and increase in overall revenue by 7% by retaining loyal customers

**Point Of Sales software, GNC** Feb 2018 - Feb 19

* Enhanced the Point of Sales (POS) software which was used in GNC stores nationwide
* Conducted Monthly Business Prioritization meetings with the stakeholders to identify features for upgrades
* Successfully identified features to be scheduled for upcoming releases and additional enhancements to be made to increase software efficiency

**Skills:**

Tools: SQL, Tableau, Service Now, JIRA, MS Visio, Axure, MS Office 365

Industry: Defect Tracking, User Acceptance Testing, System Development Life Cycle, AGILE Methodology

**EDUCATION:**

**Bachelor of Management Studies in Finance** Graduated**:** June 2017

Mumbai University, Mumbai, India

* Management studies concentrating on marketing, finance, HR, supply chain management, industrial law. Covered crucial concepts in depth like Organizational behavior, Economics for management, Law and Policy, Organizational Strategy, Corporate Finance, Entrepreneurship and other major areas.