**PRIYA GHOSHAL**

Contact No: +91 9674745476 Email: priya\_ghoshal@yahoo.co.in

**PROFESSIONAL SUMMARY**

* A customer oriented, multitask professional with excellent analytical and logical skills with over 7.4 years’ experience. Expertise in co-coordinating with business and IT across all phases of software development life cycle.Strong understanding of Software Development Life Cycle (SDLC), methodology like Waterfall and Agile, Requirement Gathering & Analysing and Data Management. Good knowledge in SQL, Middleware, Advance Excel, MS-Access . Highly motivated, positive and goal-oriented with analytical approach, conceptualization as well as the ability to work as individual and under team. Translate requirements into various documentation deliverables such as functional specifications, use cases, user stories, workflow/process diagrams, data flow/data model diagrams.

**SKILLS**

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| * Requirement Gathering & Analysis * Software Development Life Cycle, Agile | * Excellent Interpersonal skills |
| * MS Access, Database SQL Server 2008 | * Adaptability |
| * Application Programming/ Maintenance | * Highly motivated self-starter who takes initiative with minimal supervision |
| * MS Word, MS Excel (Pivot Table, Hlookup, Vlookup, Mathematics and Logical Formulas etc) * Documentation Tools-MS Word, MS Excel, MS Power Point, MS Paint, MS Visio and other MS Office tools. | * Resourceful team player who excels at building trusting relationships with customers and colleagues * Middleware-TIBCO. * SQL,Soap UI, Jenkins,Git. * Service Now |

**WORK HISTORY**

**Dunnhumby**

**Engineer(November 2017-Present)**

* Working as a Product Analyst for retail analytics tool mainly for European,American and Asian markets for Tesco, Monoprix retailers, Coop Norway and Denmark,Wholefoods, Macys USA, also for New Zealand markets.
* Code deployment into admin server and testing.
* Defect fixing and user setup and access requests.
* Gathering requirements for monthly releases, patching and deployment cycles, segmentation configurations.
* Experience in supporting testing teams for successful project integration and transition.
* Designed component level architecture for the project.
* Providing quick resolution for Incident/Problem/Change Management within Service Line Agreement. Service Now tool used for tracking purpose.
* Handling Client leads and Shop outbound team on regular basis.

**HCL Technologies**

**Consultant (Jan2017-November 2017)**

**Project Client-Citibank**

* Tibco Consultant with HCL Technologies with development experience in Banking Domain and having knowledge of EAI concepts, implementation, design and best practices.
* Business Analysis and worked as a developer for developing TIBCO BW based applications.
* In-depth knowledge of Software Development Life Cycle (SDLC) methodologies like Waterfall & Agile.
* Interviewed the stakeholders and preparation of documents.
* Coordinate with top management in understanding different process plans, business process, and functionality in depth.
* Expertise in gathering, analyzing and documenting business requirements and developing Business Requirement Documents (BRD) and Functional Requirement Specifications.
* Worked closely with testing team to develop test strategy, test plan and test cases and documented, tracked, and obtained timely closure on defects.
* Coordinates and participates in the planning, development, and implementation of ERP systems to align solutions with a customer’s needs and business requirements.
* Used advanced Microsoft Excel to create PIVOT Tables, used VLOOKUP, INDEX and other Excel functions to generate reports,etc.
* Write complex SQL queries using complex joins, grouping, nested sub queries etc.
* Researching, analysing and working on relevant approach for resolutions regarding issues reported / notified on regular basis by client through a ticket.
* Detail Level Design document creation.

**Cognizant Technology Solutions**

**Business Analyst (Client-Kohls Retailers)(Duration- September 2014-December2016)**

**Project-Kohls MDM Delivery**

* Expertise in Master Data Management and Business Works coordinating with Business and IT
* Entire documentation including planning documents, Technical data sheet, approval documents,

Partner Environment and Health Safety document etc.

* Coordinates and participates in the planning, development, and implementation of ERP systems to align solutions with a customer’s needs and business requirements.
* Communicated often with business clients throughout the process and gave updates of work.
* Responsible for the designing advance SQL queries.
* Creation and deletion of items in MDM.
* Requirement Analysis.
* Coding (involves policy rule coding, sequence flow, status flow).
* Interaction with the Onsite team through teleconferences and mails.
* Create internal documents on project best practices
* Conducting functional testing, Prepare Test cases and Test scripts of the application and the changes implemented.
* Preparing Daily Status reports and Weekly Status Reports
* Providing quick resolution for Incident/Problem/Change Management within Service Line Agreement.
* Resolving business issues/incidents/additional information raised by business users in a timely and effective manner and putting thought process to provide a permanent fix.

**Cognizant Technology Solutions**

**Business Analyst (Client-Kohls Retailers)(Duration- January 2014-August2014)**

**Project- Kohl’s Oracle Retail Integration MTK**

* Analyzing Requirement.
* Root Cause Analysis for the issues and suggest solution.
* Implementing business logic/coding.
* Unit Testing.
* Integration Testing.
* Supporting Deployment.
* Interaction with the Onsite team through teleconferences and mails.
* Create internal documents on project best practices, functional documents, business requirement specifications and documents.
* Conducting functional testing, Prepare Test cases and Test scripts of the application & the changes implemented.

**TECHNICAL SKILLS**

* Working Experience in middleware-**TIBCO BW 5.x, TIBCO BE 5.x, TIBCO MDM 8.x**, and **Admin, EMS, PL/SQL,Oracle SQL,SAND,IBM DB2, Soap UI, Jenkins.**
* Knowledge of **WSDL, SOAP, Web services, XML,XSD,MS Azures.**
* Operating Systems-**Windows, Active Directory.**
* Documentation Tools-**MS Word, MS Excel, MS Power Point, MS Paint, MS Visio**
* Hands on experience on TIBCO deployment tools like **TIBCO Admin, Jenkins, SVN and Github repositories ,Gitlab,Team city and Octopus.**
* Ticketing tools used-Service Now.

**EDUCATION**

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| --- | --- | --- | --- |
| **Grade** | **School/University** | **Year** | **Percentage/CGPA** |
| PGDITM | Symbiosis Centre Of Distance Learning | 2020 | A+ |
| B.Tech(ECE) | Amity University | 2013 | 8.11 |
| 12th | Our Lady Queen Of the Missions School | 2009 | 94% |
| 10th | St. Joan’s School | 2007 | 90% |

**PARTICIPATION**

Participated in number of Quizzes on digital circuit, microprocessors.

Attended several corporate meet and worked as volunteer.

Participated in conference on Signal Processing and Integrated Networks.

**PERSONAL DETAILS**

Father's Name Amlan Kumar Ghoshal

Mother's Name Lopa Ghoshal

Date of Birth 10 Nov 1990

Gender Female

Language Known Hindi, English, German

Priya Ghoshal