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**G R V SAI BRAHMA**

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Phone: +917702360468

**CAREER OBJECTIVE:**

Ambitious Product Analyst with excellent communication, leadership and teamwork talent. Excellent technical competence and the ability to think critically, Well-rounded and able to undertake detailed and elaborate work.

**ACADEMIC QUALIFICATION:**

**B.E-2016**

Saveetha School of Engineering | Chennai – 83%

Electrical and Electronics Engineering

**Intermediate – 2012**

Sri Chaitanya Junior College | Tirupati – 86%

M.P.C

**SSC - 2010**

Sri Prathyusha High School | Pullampet, AP – 86%

**PROFESSIONAL EXPERIENCE**

Product Analyst offers 3 years in the product industry. Expert on Business and systems requirements, user acceptance testing, process improvement and end-user training.

 **PROFESSIONAL OVERVIEW:**

* Good hands on to support for multiple environments like **QA**, **UAT**, **SIT** and as well as communicating with different teams.
* Full knowledge in the operations of ticketing tools like Citrix, JIRA and Remedy Management Tool.
* Profound skills in SQL management.
* Ambitious Trainee Engineer with excellent communication
1. **Project: Sales Force Automation – Xnapp Sales**

**Clients:**i). Mohamed Abdulrahman Al-Bahar Food and Consumer Products Company
ii). Unilever - CA (Central Africa), GF (GULF), Thailand (TH), PH, VN, ID, BD

1. **Project: Xnapp Sales DMS Solution
Clients:**
i). Beiersdorf NIEVA – Kenya
ii). Beiersdorf NIEVA – GHANA
iii). Aujan Group holding – UAE

**Responsibilities:**

* Collecting requirements from client
* FSD documentation of the requirements & Aligning client on the design implementation.
* Co-ordinating with development team to deliver, SIT testing team to get signoff of the requirements and to deliver on time to clients.
* Co-ordinating with client from UAT testing till the requirement moves to Production
* Monitor remedy ticketing system and assigning tickets to respective teams.
* Providing resolutions for each ticket and managing tickets not to breach ageing.

**SKILLS:**

* Capability to analyze data
* Project Management
* Exceptional communication skills
* Customer expectations management
* Customer service
* Expert in SQL server management

**Work History**

**Product Analyst- Vxceed Software Solutions Pvt. Ltd.**

* Handled administrative tasks such as answering phones, replying to emails, ordering materials, and keeping the work space clean and organized.
* Monitored installation and operations to consistently meet rigorous customer requirements.
* Collaborated successfully with cross-functional development teams to design and manufacture new improvements and bug fixes of our product.
* Derived conceptual designs from business objectives to deliver according to specifications for usability, performance and functionality.
* Documented business processes and analyzed procedures to see that they would meet changing business needs.
* Developed and executed marketing programs and general business solutions resulting in increased company exposure, customer traffic, and sales.
* Utilized problem-solving skills to analyze and resolve issues that effected business operations and goal achievement.
* Researched and resolved issues regarding the integrity of data flow into databases.
* Handling PGLS

**DECLARATION:**

I hereby declare that the information furnished above is true to the best of my knowledge & belief.

**DATE:**

**PLACE:**  (G.R.V. Sai Brahma)