Ameya Kulkarni

Folsom, CA – 95630   425-435-5325   ameya.rules@gmail.com

SUMMARY

Motivated and skilled IT Business Analyst with over 10 years of experience working with cross functional teams. Specialized in product, project and portfolio management, IT Change Management, Business Process Re-Engineering and software integrations.

EMPLOYMENT HISTORY

Modis Inc. – Healthcare Client (Sacramento, CA)   Sep 2019 – Present
E-Commerce Business Analyst

- Drove the delivery of major new Ecommerce capabilities by working with cross functional, cross-discipline team members to drive business value
- Worked on cleansing of product SKUs as part of the data migration process from SAP S4 Hana to Sage
- Assisted in the order creation in S4 Hana in order to accelerate the order fulfillment process
- Created test cases, test scenarios and scripts in support of business functional requirements
- Maintained and developed the online procedure guide and knowledge database
- Worked in an Agile environment writing user stories and following the development process through user story acceptance
- Created monthly sales reports providing highlights of high revenue generating SKUs
- Participated in UAT and troubleshooting production issues

Sun-Net Inc. (San Jose, CA)   Jan 2019 – Jun 2019
IT Business Analyst

- Performed gap analysis and suggested process improvements for major utility customers, which led to creation of business cases, project scope, and user story documentation
- Participated in sprint planning, demo and retrospective meetings shadowing the scrum master as needed
- Responsible in execution, modification of the test cases, and bug verification using JIRA
- Created test cases for User Acceptance Testing to ensure that all requests meet the expectations and requirements of the client
- Assisted in maintenance and development of online procedure guide and knowledge database

Tata Technologies Limited (Pune, India)   Jan 2015 – Apr 2017
IT Business Analyst Lead

- Actively participated in the requirement elicitation of Opportunity to Cash (O2C) program, thereby enabling seamless flow of information between major systems; increased cycle time by 26%
- Launched online project delivery metrics by developing business requirement documentation, creating technical specs, and collaborating with cross-functional teams; reduced manual intervention by 50%
- Facilitated JAD sessions and interviews with SMEs, senior management, and IT teams to track and document related issues and tasks
- Assisted the QA team in developing test plan and test case documents based on business use cases and functional requirements
- Developed application mockups for presentation of product configuration capabilities and enhancements

ProductDossier Solutions (I) Pvt. Ltd (Pune, India)   Apr 2012 – Jan 2015
Lead IT Analyst

- Created business requirement document (BRD) for IT Change Management process to ensure smooth interaction between IT and business achieving ~ 70 % ROI
- Spearheaded successful launch of Knowledge Management (KM) across APAC which served as a single global knowledge repository for all projects; resulted in saving 20% in operational time
- Analyzed current Customer Satisfaction (CSAT) process and designed new workflows to automate it ensuring a consistent and global approach to Customer Feedback
- Involved in transforming business requirements into functional specifications for automating the Resource Assignment/De-assignment process; reduced manual intervention by 70%

ProductDossier Solutions (I) Pvt. Ltd (Pune, India)   Apr 2009 – Apr 2012
Sr. Analyst

- Co-ordinated the implementation of the Project and Portfolio management module across APAC region resulting in improved project collaboration and visibility
- Prepared and documented System Requirements and workflows for SAP project creation process; Led to 85% reduction in manual efforts

ProductDossier Solutions (I) Pvt. Ltd (Pune, India)   Sept 2007 – Apr 2009
Support Analyst

- Implemented and provided support for Project Management, Knowledge Management and Business Process Management modules for clients like Videocon, Faurecia, TACO-IPD, Eicher, etc.
- Configured servers along with setting up of development, test and production environments
- Developed training manuals for users, conducted User training sessions with BA and PM to end user

RELEVANT SKILLS

- SDLC, Business Analysis, Requirement Gathering, Use Case Analysis, Change Management
- Software development processes, Agile methodology, Scrum, User Stories, User Acceptance Testing
- Tools: Microsoft Projects (MPP), JIRA, Confluence, Microsoft Visio, SAP S4 HANA, SAP Hybris, SAP eWM
- Analytical Packages: Tableau, Pentaho, Erwin, Python: NumPy, pandas, seaborn, scikit-learn
- Languages & Web Technologies: Java, XML, HTML5, CSS3, PHP, SQL
- Database: MySQL, Oracle 11g

ACHIEVEMENTS

- Awarded the Certified Scrum Product Owner Certification by Scrum Alliance

EDUCATION
MS in Information Systems   Santa Clara University, Leavey School of Business   Santa Clara, CA 2019

BE in Production Engineering   Vishwakarma Institute of Technology   Pune, India   2005