

Saswat Kumar Dey

+91 9658077136 | saswat.ft201073@greatlakes.edu.in

Profile Summary

- **4+ years** of client facing, onsite experience in **CRM, Quality Assurance, Business Analysis** and **Functional Analysis**.
- **IIBA-ECBA** certified **Business Analyst**. Experienced in **Insurance, CMT** domain and **Agile, Waterfall** methodologies.

Professional Experience

Accenture **Business & Integration Architecture Specialist** **October 2020 - Till Date**

- Documented **AS-IS** and **TO-BE** process for **Ericsson BTEB IoT PaaS business. (B2B Business Model)**
- Developed **epics**, conducted **user story grooming sessions**, created **functional requirement document** and **mockups**.
- Defined **acceptance criteria** for user stories, planned sprints and prioritized **product backlog** based on business needs.
- As **SME** of the product, worked with the data architecture and system architecture team to **strategize** on solutions.
- Prioritized the **development plan** of scrum team according to business priorities by creating **product roadmap**.
- Gave **system demos** to business and leadership team. Collected and analyzed **user feedback** to improve the product.

Tata Consultancy Services

I.T. Analyst

January 2016 - July 2019

- Documented **AS-IS** and **TO-BE** process for end-to-end operations of **HDFC Life. (B2C Business Model)**
- Created **business requirement document, requirement traceability matrix, use cases** and **wireframes**.
- Experienced in **gap analysis** and **root cause analysis**. Well versed in **requirement elicitation techniques**.
- Functioned as a **liaison** between the client, development and testing team. Conveyed technology and business value propositions to the stakeholders. Functioned as **product owner** during **software development** and **testing life cycle**.
- Finalized **change requests** after **negotiations** and provided business solutions for launch of new product / module.
- Understood key issues and proposed a range of solutions which reduced average **Turn-Around-Time (TAT)** for critical transactions by more than **30%** in mobile and web application of **Technology Enabled Business Transformation**
- **Mobile Application** : [HDFC Life InstaServ](#). **Web Application** : [HDFC Life Customer Portal](#) , [HDFC Life Employee Portal](#)
- Experienced in preparation of **test data**, creation of **test scenarios** and execution of **test cases** as part of **SIT** and **UAT**.
- Managed **requirement lifecycle** in **TCS Master Craft ALM**, **bug lifecycle** in **Bugzilla** and created **defect status reports**.
- Led cross-functional team of 12 members, prepared **training manuals** for users and provided **project go-live** support.

Awards and Achievements

- **BTEB Recognition, February 2021** (For delivering impeccable performance by going beyond scope of work)
- **National finalist** of Disrupt (B-Plan Competition), **UDGAM 2020** (Annual Entrepreneurship Summit of IIT Guwahati)
- **Winner** of IndusInd Bank Beale Cipher Case Study Competition, **July 2019** (Investment Portfolio Creation Case Study)
- **1st Runner-up** in Hitachi Solutions Case Study Competition, **June 2019** (Sales Team Management Case Study)
- **Star of the Quarter Award, January - March 2019** (For driving successful pan-India launch of Insta Serv module)
- **On the Spot Award, March 2019** (For on-time and defect-free delivery of HDFC Life Click2Protect Health combi plan)
- **Star of the Month Award, December 2018** (For successfully delivering the acclaimed HDFC Life Cancer Care Plan)
- **Promoted to I.T. Analyst** designation within 3 years, due to my exemplary performance and consecutive **"A"** bands
- **Star of the Month Award, April 2018** (For successful pan-India launch of Service Escalation and Recovery module)
- **Special Initiative Award, January 2018** (For implementing solutions that reduced TAT of business-critical processes)
- **Learning Achievement Award, October 2017** (For completing Business Analysis certifications of all 13 domains)
- **Star of The Quarter Award, April - June 2017** (For defect-free delivery of Customer and Policy Servicing module)

Academic Details and Skills

Degree	Year	Institute, University/ Board	% / CGPA
PGPM (Marketing, IT Operations, Analytics)	2020	Great Lakes Institute of Management, Chennai	3.14 / 4.00
B. Tech (Electronics & Tele-Communication)	2015	C.V. Raman College of Engineering, B.P.U.T	7.44 / 10.00
H.S.C (I.S.C)	2010	M.G.M English School, C.I.S.C.E	73.83%
S.S.C. (I.C.S.E)	2008	M.G.M English School, C.I.S.C.E	91.00%
Skills: Salesforce, Siebel, ALM, PLM, MS Office Suite, Kanban, Confluence, A/B Testing, Jira, Stakeholder Management			

Extra-curricular Activities

- As the village coordinator of 'Karma Yoga' initiative, I managed logistics and taught children in Ayapakkam, Tamil Nadu
- Organized fundraising campaigns for 'Home & Hope', a non-profit organization for differently able children in Rourkela