



TANIA SAHU

Business Analyst (Immediate Joiner)

(+91) 9062998919 | tania.sahu@gmail.com

PROFILE SUMMARY

9+ years of Product Development, Agile Product Owner, Customer handling and Engineering experience in a variety of product domains including B2C & B2B Commerce, CRM, Automobile and Automation. Solid experience in solving business challenges by assimilating & analyzing the business scenario and resolving the problem to achieve business success. My demonstrated analytical skills, structured thinking, and abilities to perform a deep-dive assessment of the strategic impact on the overall business requirement along with my software development skills should help the organization holistically resolve the business challenges.

EXPERIENCE

Real Page India, Hyderabad



Engineer III (Business System Analyst)

April 2021 - April 2023

- Evaluating business processes, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions.
- Understand customer's business flow and document comprehensive project documentation using proven methods such as process mapping, UML and BRD.
- Worked closely with end-users to develop user stories that captured their needs and preferences, ensuring that the final product met their requirements.
- Acted as a liaison between the business client and cross-functional teams, including developers, system architects, and QA teams.
- Facilitate demos to key stakeholders to promote awareness of the latest release.
- Demonstrate relationship building and communication with high level stakeholders.
- Synthesized critical information from meetings with various stakeholders to produce comprehensive and actionable reports, providing valuable insights for key decision-makers, report and escalate to management as needed.
- Demonstrating leadership by providing guidance, coaching, and training to junior staff to improve performance and develop their professional skills.
- Worked closely with the QA team to test and verify that solutions met business requirements.
- Actively support billing and CPQ team with root cause analysis and escalated issues, when necessary, in sales and experience cloud.
- Monitoring deliverables and ensuring timely completion of projects.
- Participated in key meetings with clients, including requirement sessions, system demos, user acceptance testing (UAT), and end-user training sessions.
- Perform database queries and analyse large data sets in support of requirements development.

- Managed a team of 20+ members in the absence of a scrum master, determining and managing tasks, issues, risks, and action items.
- Effectively managed data import process by utilizing Data Loader to import data into Salesforce Org and ensure data accuracy.
- Staying up to date on the latest process and IT advancements to automate and modernize systems.

Environment: Salesforce (classic and lightning), Dataloader.io, Apex, workflow, workbench, visualforce page, developer console, CPQ, sales, experience and service cloud.

Business Process Analyst II (Kofax RPA)

February 2019 - September 2019

- Participated and provided continuous support with the project workstream, from discovery to deployment phase.
- Develop detailed requirements documentation including business process models, business requirements, use cases, and systems requirements.
- Strong technical analytical skills to create feasible user requirements, troubleshoot product issues, and work closely with technical teammates
- Developed and deployed 6-7 bots using RPA to streamline invoice processing, claim to process, and sales calculations and report generation.
- Utilized Kofax RPA and UiPath to automate key business processes, resulting in a 75% reduction in average handling time and an 83% decrease in full-time employee requirements.
- Created Business Requirement Documents (BRD) and provided estimations for projects based on stakeholder technology requirements.
- Mentored and led a team to provide top-quality RPA solutions for clients.
- Contributed to brainstorming sessions for RPA product improvement and identification.
- Conducted benefits analysis for automation projects using Pareto analysis based on the 80/20 rule.
- Well equipped with good Knowledge of web-based technology and software development.
- Understanding of basic fundamentals of personas, impact analysis and various estimation and prioritizing tools and techniques for PBI.

Environment: KOFAX KAPOW, UiPath, MS EXCEL, JIRA, POWER POINT, JSON, Rest API, SQL Server Studio

Innovapptive, Hyderabad



Senior iOS Developer

May 2018- November 2018

- Successfully did R&D on dynamic forms with SAP OData sdk.
- Coordinated end-to-end client projects and managed the full project lifecycle, from planning to delivery.

- Mentored 3-4 junior developers.
- Performed unit testing.

Languages: Objective C, Swift, Xcode. [Click here](#) to learn more.

Quantum Inventions Pvt Ltd, Kolkata (Previously known as

Aeicorp Technologies Private Ltd & currently a subsidiary of *Continental* Corporation)



Software Engineer iOS

August 2016- February 2018

- Successfully converted Objective C code to Swift (2.3 & 3), improving the functionality and user experience.
- Coordinated end-to-end client projects and managed the full project lifecycle, from planning to delivery.
- Developed Business Requirement Documents (BRD), FRD, and accurate project estimations.
- Prepared User stories, Use Case Diagrams, and Activity Diagrams to ensure proper project documentation and understanding.

Languages: Objective C, Swift, React Native iOS. [Click here](#) to learn more.

Nat IT Solved Pvt. Ltd, Kolkata



iOS Developer

April 2014- July 2016

- Took end-to-end responsibility for developing, coding, and deploying 6-7 applications, ensuring their successful implementation.
- Conducted thorough requirement gathering, planning, and client management to ensure that project goals were achieved, and client expectations were met.

Languages: Objective C, Swift [Click here](#) to know more

EDUCATION AND CERTIFICATION

- B.Tech Electronics and Communication West Bengal University (2009 - 2013)
- Kofax RPA 10.4 Essentials Certified
- Certified Scrum Product Owner (CSPO) by Scrum Alliance
- Certified Scrum Master (CSM) by Scrum Alliance
- International NLP Practitioner
- Salesforce Admin Certified.
- Worked on a RPA project with Emtec Technologies as a Freelancer in 2020.

HOBBIES

