

Business Analyst – 6.9 years of Experience

Career Summary

- **6.9 years** of experience as a **Business Analyst** with exceptional record of delivering cost effective, high performance technology solutions to meet challenging business demands.
- Experience in coordinating with multiple internal and external stakeholders across geographies to ensure timely delivery.
- Hands on experience in requirements gathering, analysis, detailed **requirements design** (Use cases, user interfaces, report specifications, client communication, project risk analysis, escalations, **System Integration** testing), **workflow design** and **UAT** testing.
- Extensive qualifications in all facets of information systems methodology from conceptual design through documentation, Requirement traceability matrix, implementation, user training, quality review, and enhancement.
- Strong analytical and documentation skills accompanied by **problem solving skills**.
- Experience in **JIRA** Tool, **JIRA Agile** workflow and **KANBAN** process. Experience as **Scrum Master**, breaking out sprints and analyzing **Burndown charts**
- Experience with **Project Management Operations (PMO)** such as **Agile(Scrum) & Waterfall**
- Experience in interviewing Business users & SME providing recommendations to resolve issues for various business/technical groups & defining strategic solutions to business problems in a multiple project environment.
- Expertise in **strategic planning** and experience working on **Retail-Hospitality** domain
- Cultivate the strong relationship with the clients.

Work Experience

IndiGo Aviation Ltd. –Assistant Manager

2.9 Year (Jan 2018–Current)

- Maintained the Network Reports Database
- Drove decision-making process in handling key requirements for development, implementation and maintenance of 3rd party tools such as Sabre MI, Flight Global SRS Analyzer.
- Validated and modelled network-planning & scheduling tools basis different market scenarios, competition analysis and economic indicators to deliver cost-effective solutions.
- Wrote and implemented **Test scenarios, Test cases, System testing, Regression testing and maintaining Traceability Matrices for baseline documents**.
- Trained users on optimal use of product features for different business cases.
- Analyzed large sets of IATA PAXIs data and **automating the reporting process** for demand forecasting.
- Assisted the VP and CPO on Network Planning: optimal aircraft utilization, low cost structure, etc.
- Executed 25+ product trainings to large groups reaching up to 1,000 professionals.
- **Co-ordinated with Pan India airports and Govt. authorities (Airport Authority of India & Directorate General of Civil Aviation)** to finalize the slots.

Sabre Airline Solutions –Product Specialist

1.10 Year (Mar 2016 – Dec2017)

- Worked across Planning and Scheduling product line as Product Specialist. *Brought major improvements in product offering for Lion Air which directly helped them acquire a \$1M contract.*
- Took end-to-end ownership of critical airline accounts for Sabre across geographies such as **Qantas, Emirates, Comair, Lion Air, Japan Airlines** etc.
- Provided support across Sabre Planning and scheduling product line including **Schedule Manager, Slot Manager** and **Profit Manager**.
- Understood functionality and output of Sabre products to resolved tool related issues during customer usage and provide refresher training on features. *Strategized and redesigned Critical Module leading to 25% YoY revenue*
- Collaborated with cross-functional teams such as Product Development, Technical Business Analysts, and QA for design scope and feasibility
- Interacted with TPE and DevOps functions to ensure smooth load cycle, **on time deliveries** and **escalation resolution** on issues related to airline planning and scheduling
- Streamlined customer pain points and collaborated with internal teams on customer adoption and enhancing of product and help in developing User Manuals, MIS reports. *Implemented measures to reduce High Priority defects by 67%.*
- Ensured successful adoption of the industry best decision-support solution by internal-stakeholders and established industry standard processes within the user-base adding value to the airline's business.
- Trained executives at airlines in advanced concepts of scheduling, forecasting and **optimizing modules** to help increase revenues and improve **market forecasting efficiency**
- Redesigned operational processes at many airlines to ensure smoother transition of information to other departments within the airline and to external sources such as airports, third party vendors and government agencies.

- Worked as Business Analyst for **Walt Disney** project for CapGemini. *Received accolades for automating Walt Disney’s (US and Paris) critical business process.*
- Analyzed defects/new requirements from clients and translated into business case with proper functional flow.
- Used Agile software development methodology (scrum) in defining the problem, gathering requirements, development iterations, business modelling and communicating with the technical team for development of the system. *Improved Product Delivery TTM by 20% through Agile implementation using JIRA.*
- Responsible for documenting work-flows and results of Business Analysis into **User Stories** and obtaining sign-off from the client on specifications.
- Responsible for creating **User Story Board**, Process flows and **wire-frames**.
- Participated in Sprint Meeting with Developers, Testers and Subject Matter Experts (SME) to identify business rules and requirements and document them in a format that can be reviewed and understood by both business and technical people.
- Successfully created and led Service Management Process *with RTI of less than 1 day*
- Automated and optimized monthly reporting process for resource utilization. *Reducing report production time by 80%.*

Skillset

Operating Systems	: Windows, Mac OS
Application Software	:MS-OFFICE (Word, Excel, Power Point, Visio), Service Now, UML, Service Manager, JIRA, Moqups, Lucid chart, ALM,XML, Omnigraffle, Visual Paradigm, SOAP UI, Web services, Sabre AirVision - Schedule Manager, Slot Manager, Fleet Manager & Profit Manager, IATA PaxIS, DDS,SRS, Sabre Market Intelligence.
Key Skills	: Business Analysis, Business Analyst, Requirement Gathering, Use Cases, User Stories, Gap Analysis, Requirement Analysis, UAT, Agile, Scrum, Waterfall, RUP, FRD, BRD, Requirements elicitation, Defect Management, System Integration testing.
Certification	: Business Analysis Certification from Winprotech IT Solutions India Pvt. Ltd., India EEP for IIBA : AMCAT Certified Data Processing Specialist from Aspiring Minds

Education

Bachelor of Engineering (Computer Science) - <i>R V College of Engineering (Autonomous under VTU, Bangalore)</i>	CGPA: 6.36
XII ST. Joseph's School (C.B.S.E, Patna)	69.40%
X ST. Michael's High School (C.B.S.E, Patna)	63.83%