

# Deepa Patel

A multi-faceted professional accustomed to technical and managerial skill; targeting challenging and rewarding opportunities as **Product Owner/ Business Analysis** with an organization of high repute preferably in Hyderabad



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## Profile Summary

- **Result-driven professional with over 13 years** of experience in **Business Analysis/ Project/ Program Development/ Product Management and People Management**; keen interest in the areas of **Product Owner** (product vision to user story definition & acceptance)
- **A dedicated analyst** with a flair for adapting quickly to transforming business environments and adopting pragmatic approach in improvising on solutions; experienced in business analysis entailing **As-Is / To-Be Analysis, mapping & finalizing requirements**, documenting functional specifications, determining business scenario and mapping them into solutions
- **Contributed as Product Owner** to manage variety of functions inclusive of requirement gathering from different stakeholders and analyzing & finalizing specifications
- **Excellence in product lifecycle activities** including Business Requirement Document (BRD), Software Requirements Specification (SRS/ FSD) Preparation, Design Management, Market Analysis, Issues Control & Resolution, Cost Management and other cross-functional activities
- Notable contribution in **structural redesigning of defect log process for the product**; successfully mapped the data for migration from old to new system
- Skilled in **TFS, SQL, Use-Case creation & functional flow diagram**; hands-on experience in **Microsoft Excel, Power-Point, Word** to convert raw data into meaningful presentations
- In-depth knowledge of **Agile Methodology SDLC, Estimation Techniques and Change Management** aspects
- Proficient in **Microsoft Visio & build complex end-to-end workflows** with high quality precision

## Core Competencies

### Business Analysis/ Product Owner

System Testing/ UAT

Project/ Program Management

### Business Strategy & Implementation

Agile/ SDLC

Technical Consulting

### Product Roadmap & Vision

Requirement Gathering & Analysis

Team Building & Leadership



## Certifications

ITIL® (Information Technology Infrastructure Library) - Foundation certified

SSRS (SQL Server Reporting System)

Certified Business Analyst

CSPO

Basic essentials of Power BI



## Education

2009

**B.Com.** from Genpact-Osmania University, Hyderabad

## Career Timeline

Jul'06-May'09:  
Genpact India Pvt.  
Ltd., Hyderabad

Jun'09-Jun'10: Dell  
International  
Services, Hyderabad

Oct'11-Oct'17: ADP  
India Pvt. Ltd.,  
Hyderabad

Since  
Oct'17: Conduent,  
Hyderabad





## Work Experience

**Since Oct'17: Conduent, Hyderabad presently as Technology Business Analyst**

### Growth Path:

*Oct'17-Oct'18 – Quality Analyst*

*Since Oct'18 -Present: Technology Business Analyst*

### Key Result Areas:

- Assessing different systems, conducting GAP, feasibility & risk analysis and proposing various profitable options & new systems for the business to senior management
- Interfacing with clients to gather business requirements; conducting system analysis and finalizing technical / functional specifications & high level design documents for the project
- Understanding business change needs, assessing the impact of those changes, capturing, analysing and documenting requirements and then supporting the communication, delivery of those requirements to testers
- Working closely with business managers and stakeholders to understand business issues and recommending solutions
- Providing input into developing and modifying systems to meet client needs and develop business specifications to support these modifications
- Managing use-case/user story creation, requirement documents, prototyping, story-boarding along with nonfunctional requirements
- Preparing Software Requirement Specifications, Business Requirements Document, Use Case Specifications, Functional Specifications, Systems Design Specification, Requirement Traceability Matrix and Testing Documents along with daily issue resolution sheet in all modules & generating daily progress report
- Assisting the operations teams in development, testing and in case of any requirement related issues; performing business review, defect tracking and providing UAT Support
- Analyzing existing reports to upgrade compatibility for new reporting system



## Previous Experience

**Oct'11-Oct'17: ADP India Private Limited, Hyderabad as Quality Analyst**

### Growth Path:

*Oct'11-Dec'14: Sr. Customer Service Representative*

*Dec'14-Oct'17: Quality Analyst*

**Jun'09-Jun'10: Dell International Services, Hyderabad as Technical Support Analyst**

**Jul'06-May'09: Genpact India Pvt. Ltd., Hyderabad as Tech Support Analyst**



## Personal Details

**Date of Birth:** 7<sup>th</sup> October 1987

**Languages Known:** English, Hindi, Gujarati & Telugu

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