# Riya Arora (Business Analyst)

10th March 1995

+91- 9999814994 | arora.riya2929@gmail.com

## Profile Summary

- 2+ years of experience as a Business Analyst: **Requirement Elicitation, Requirement Analysis, Stakeholder Management and Documentation of Customer Deliverables**.
- Well-versed in collaborating with cross-functional teams to **resolve and control procedural problems** negatively affecting business operations.
- Consistently able to upskill and reskill. Hence, able to adapt quickly to the ever changing work environment.
- Skilled in **VENDAVO CPQ (configuration, pricing and quotation), SQL, SAP (Pricing Procedure, O2C), Salesforce Lightning and MS Excel & PowerPoint.**

## Core Competencies

- Interpret the importance of each business objective, customize and allocate the essential resources to achieve those goals
- Understanding business needs and designing a road map for further development to provide on-time delivery.
- Assume responsibility as a **Team Lead** in scrum calls, create **user stories** with the prescribed level of details - provide **refined acceptance criteria** for all user stories.

## Skills

| | |
|---|---|
| ● Business Analysis | ● UAT Scenario Analysis |
| ● Product demonstration | ● Pricing Analysis |
| ● Performance analysis | ● Problem solving |
| ● Solution designing | ● Decision Making |
| ● Gap analysis | ● Stakeholder relations |

## Professional Experience

| Infosys Limited | Associate Consultant | June 2018 – Till Date |
|---|---|---|

**Project 1**: Implementation of Price Exception in CPQ tool integrated with SFDC and SAP
**Duration**: 6 months

- Navigated **group discussions** and **brain-storming** sessions to reach the end state effectively.
- Evaluated multiple vendors and helped the client in reaching the **optimum solution** for price exception.
- Gathered business requirements from the Pricing Team, created **user stories** and designed the **solution architecture**.
- Created a **POC** where real time data was fetched/called into CPQ through order simulation.
- Helped in **ETL** activities to process **semi- structured data.**
- Involved in preparing test cases for all testing phases including **Unit testing, Regression testing and UAT**
- Was involved in the **cut over activities, Go-Live and Hyper care periods**

**Project 2**: Integration of Inventory Management status (CLICK) in Order Entry Tool
**Duration**: 4 Months

- Gained familiarity of CLICK and OET tools in a short span of time.
- Analyzed business problems and through functional expertise provided the solution.
- Participated fortnight **sprint meetings** with the business to ensure smooth migration
- Worked with **Cross-functional teams** and multiple stakeholders like design/UX, technical, and user enablement.

**Project 3**: Global Roll out of Price exceptions to commercial policies (Project 1)
**Duration**: 1 Year

- Designed a **scalable solution** of the common business requirements while also handling the **exceptional requirements** around the globe.
- **Automated** the repetitive tasks. This initiative has **reduced** significant time spent on these **mundane activities**.
- Found **business efficiencies** in the client business scenario and helped them roll out an **incremental project** for which Infosys became the preferred partner.
- Prioritized the **Enhancement** and **Change Requests** to make the application releases **MVP** based.
- Was called onsite for client enablement, had direct interaction with senior client stakeholders.

## Professional Achievements

- Received recognition for exemplary achievement and outstanding contribution to Enterprise Application Services as **SAP ACE**
- Received appreciation from client for **mentoring** the team and great flexibility in adapting the **devOps culture**.

## Academic Achievements

| Degree | Year | Institute, University/ Board | % /CGPA |
|---|---|---|---|
| MBA (Marketing & Finance) | 2018 | Lal Bahadur Shastri Institute of Management, Delhi | 7.24 |
| B.Sc (Maths Honors) | 2015 | Daulat Ram College, Delhi University | 81.4% |
| H.S.C | 2012 | Sant Nischal Singh Public School, Ladwa | 88.6% |
| S.S.C. | 2010 | Sant Nischal Singh Public School, Ladwa | 8.8 |

## Extra-curricular Activities

- President of MIRAGE creative club at LBSIM. Organized various events and encouraged the students to prepare artistic creations.

- Volunteered at Chegg India. Imparted basic education in Mathematics to school and college students.

- Volunteered for Esteem Youth Foundation. Helped unprivileged children in attaining primary education and basic standards of living.