SIDHANT CHAWLA

Driven Automation/Integration Business Analyst with a passion for leveraging cutting-edge technology to optimize business processes, Integrate Cloud Applications and drive operational efficiency. Possessing a strong analytical mindset and exceptional problem-solving skills, I excel in identifying opportunities for automation and implementing solutions that enhance productivity.

Contact

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LinkedIn
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Domain

IT – ServiceNow, Jira, Confluence, Google Studio
Healthcare – Salesforce, QuickBooks
Insurance – EIS, Selerix, Employee Navigator

Skills

Workato (iPaaS)
Integration
Agile Methodology
Business Analysis
BRD
Process Mapping
RPA (UiPath)
MySQL
MS OFFICE
API Management
XML/ JSON

Achievements

- Cleared IJP for L2 at HCL
- Awarded certificate for the "BEST QUALITY" at BT
- Appreciation letter from the Managing Director, BT

Certifications

Automation Pro I (Workato)
Automation Pro II (Workato)
Automation Pro III (Workato)
Bot Developer (AA)

Work History

July, 2022 - Present

PwC, Bengaluru, Karnataka

Senior Associate/ BA
- Part of a Green field Implementation with focus being on **Integration of External and Internal Client Applications** for an Insurance Client
- Collaborated closely with business units to identify process for Integration opportunities, conducting in-depth process analysis and documenting findings
- Created Data Mappings, Process Flows, BRDs as a part of Scrum User Stories

Nov, 2021 - July, 2022

Netrovert Inc, Hyderabad, Telangana

Senior Software Consultant/ BA
- Acted as **Business Analyst** for Salesforce -QBE Integration Project
- Responsible for end to end **Workato** Integration of **Salesforce & QuickBooks**
- Collaborated on RFPs & Demos with Practice Head

Nov, 2020 – Nov, 2021

Coforge Pvt Ltd, Noida, Uttar Pradesh

Software Engineer/ Workato Consultant
- Responsible for Implementing **IT Process automation** using Workato
- Part of **Pre-Sales team** for the premium Clients
- Pitched in the automation solutions as Workato for business problems
- Executed engagements, PoCs, demo and presentations

Sep,2018 – Nov, 2020

HCL Technologies Pvt Ltd, Bengaluru, Uttar Pradesh

Senior analyst
- Integration of **Salesforce, ServiceNow, OKTA and AD** using Workato
- Collaborated with client on **Chatbot** project to improve the Customer experience
- Part of Development team for **ServiceNow Bot** and performed UAT
- Analyzed the Bot data in production to improve its functionality
- Organized the high-level documentation and operating procedures, strengthening controls and enhancing overall performance for the bot

May, 2016 – March, 2018

British Telecommunications Plc, Gurgaon, Haryana

Network Planner
- Responsible for supporting the network architecture
- Extraction of Premises data from tool using **SQL Queries**
- Designed the Network from Exchange to the customer premises on the basis of data extracted using PiPER and NGWFMT
- Technically supported project planning team for development and implementation of proposals and solutions to address network emergencies

Education

Jan, 2020 – May, 2021   **MBA (PGDM Executive): Business Analytics**
IMT - Ghaziabad

Aug, 2011 – Aug, 2015   **Bachelors of Technology: Computer Science**
IEC College of Engineering and Technology - Greater Noida