

# ADITYA VERMA

## Senior Business Analyst | Customer Success Lead

- Perceptive professional with 5+ years of techno-functional experience in building, setting up and maturing client relation, handling customer and employee experience management and maintaining quality standards across Healthcare, Retail, Hospitality & Financial Services industries. Also exposed to a fast-growing young company that allows for the early takeover of responsibilities and a large degree of freedom to innovate and shape processes and best practices within the company.
- Competent in planning, setup, configuration and maintenance of a product along with providing solutions and workshop to the clients where understanding and analyzing their needs is the key focus.
- Good experience as a Technical lead and Solutions consultant dealing with multiple global projects and working with the pre-sales team for presenting the product efficiencies and involved with multiple stakeholders for the implementation of product.
- Good exposure in Agile Scrum methodologies and well versed with various SDLC and STLC stages, testing techniques and delivering with keeping utmost quality.
- Exposure in handling release management, SLA tracking, Pre-Sales, Process and Operations Management, Staffing requirements and other Initiatives.
- Ability to learn concepts quickly and adapt rapidly to thrive in independent and team-oriented environments to produce outstanding results.

## Experience

2018-12 -  
Current

### Senior Business Analyst

*Etech Global Services - Medallia, Gandhinagar, Gujarat*

- Working with Customer Experience Management domain leader (Medallia) for helping customers enable to share their voice and help organizations listen, analyze and take action on shared feedback.
- Involved with multiple Fortune 500 clients across industries (Healthcare, Hospitality, Finance etc.) and

## Contact

### Address

Delhi - Working Remotely

### Phone

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### E-mail

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### LinkedIn

<https://www.linkedin.com/in/aditya-verma-bb84b510/>

## Skills

Project Management,  
Solutions Consulting and  
Stakeholder Management

Customer Experience and  
Success Management

SQL, Databases and  
Microsoft Office Suite

JIRA, Confluence,  
Sharepoint, Salesforce

Cloud - SaaS

Agile methodology

Requirements gathering  
and business insight

Data analysis,  
management and research

Quality assurance and

helping them supercharge their customer experience program by wiring customer feedback into their business strategy.

- Evaluated consistency and importance of different business intelligence data against needs to determine optimal courses of action.
- Helping customer anticipate the needs, transform the experiences and build trust and create life- long relationships with every stakeholder and deal with structured and unstructured insights to uncover what is needed and good for their business model.
- Synthesized current business intelligence data to produce reports and polished presentations, highlighting findings and recommending changes.
- Managing multiple projects as a Technical manager and Project consultant by guiding the entire team with solutions and using best practices approach.
- Gather business requirements, understand usage, collect in-product feedback and test concepts to build and configure the product that meet and exceed customer needs.
- Participate and own implementation design, setup and review process by leveraging in-depth client system capabilities with the SAAS based CEM product.
- Identify improvements to the product and processes while working with the Engagement managers globally.
- Helping in fulfilling the needs of various Business units, IT and 3rd party vendors.
- Helping integrate multiple external processes like Salesforce, Twilio, etc.
- Handling of tools like Smartsheet, Confluence, Office365, JIRA, Salesforce.
- Configuration of Advanced Analytics report, Custom modules, customization of survey and survey invitation email using JavaScript, XML and CSS.
- Provide quality assurance support while providing enhanced or new features to the clients for pre and post-sales support.
- Managing the staffing and portfolio requirements for the West-US projects.

analysis

Experience with Pre-Sales team and Product engineers

Business process optimization and revenue development

Product lifecycle - Planning and Strategy

Strong communication and presentation

- Mentoring teams and streamlining various techniques through evolution of delivery cycles, establishing documentation framework to support agile methodology implementations.

**2016-02 -  
2018-10**

## **Systems and Quality Engineer**

*Infosys, Pune*

- Worked on an agile project with a EU bank based on development, testing, functional areas and onboarding of various applications which provides authorization policies to various applications present in the bank.
- Part of the implementation of a 4-eye compliant (2 level approvals) application.
- Requirements gathering and understand business and application needs.
- Understood the client requirements and handled client defect triage calls and presentation.
- Attended design review meeting, requirement sessions, core team meeting and technical team meeting to understand help others follow the best practices and appropriate operating processes.
- Communicate and Coordinate with multiple stakeholders such as Business Analysts, Delivery teams, Business Users and Process owners and managers.
- Involved with multiple QA sign-off for recurring releases and sprints.
- End to End testing of the application and provide QA report to the client.
- Logging and tracking the defects using the ALM tool – JIRA.
- Prepared smoke suites document for the regression phase.
- Testing of applications manually, preparation of test data, test cases and review of specification document.
- Writing automation test scripts by using JUnit and executing by Selenium Web Driver
- Built strong rapport with team members, management and clients to facilitate efficiency and productivity.

- Coordinated with quality control staff to complete inspections.
- Managed project documents, blueprints and specifications.

## Education

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**2012-01 - 2016-02**      **B.E: Computer Science**  
*NMAMIT, Nitte - Udupi, Karnataka*

## Certifications and Internships

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**2021-04**      Medallia OCEM Level 1

**2016-06**      Infosys Internship

## Interests

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Playing guitar