Shruti More A17-904 Splendour, Megapolis

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**CAREER OBJECTIVE**

To take a challenging post for understanding business change needs, assessing the impact of those changes, capturing, analyzing and documenting requirements and then supporting the communication and delivery of those requirements with relevant parties.

* **Project, Service and Access Delivery Management**

 **Ethernet, ISP, NNI, 4G**

**ACADEMIC QUALIFICATION**

* **BSc.IT :** Bachelor of Science in Information Technology from Birla College of Science, Arts and Commerce, Kalyan ,Maharashtra in year 2013-2016.
* **Higher secondary:** Ramchand Kimatram Talreja College Of Arts Science And Commerce, Ulhasnagar, Maharashtra in year 2012
* **High School** :Takshashila Vidyalaya ,Ulhasnagar, Maharashtra in year 2010 .
* **BSc Project** : Dance Academy Management System.

**CAREER SNAPSHOT**

 **WORK EXPERIENCE:**

Job Designation : Business Analyst

 Company : Tech Mahindra Ltd.

Experience : 4.7 years of experience.

Period of Work : August-2016 to Till date

**Certifications and Trainings:**

* Certified ITIL4 Foundation and Agile Scrum Foundation.
* Trained in ITIL, eTOM in Tech Mahindra.
* Mandatory TechM trainings.
* BPMN and ARIS
* AGILE SCRUM
* Successfully completed a two day workshop on Automation Anywhere Tool.

**Roles and Responsibilities:**

* Expertise in business process analysis, business requirements and business analysis in the field of Telecom.
* Identifying and resolving issues with applications, following agreed procedures.
* In - depth knowledge of creating use case, activity, logical, component and deployment views to extract business process flows and workflows thereby helping development and quality assurance teams in understanding the requirements.
* Analytical, methodical, and resourceful approach to problem solving, identifying and documenting root causes and corrective actions
* Excellent meeting facilitator with excellent interpersonal and conflict resolving skills.
* Ensuring to prioritize requests in accordance with agreed service level agreement.
* Preparing Scope document, managing kick-off calls with Enterprise Customers, Scope Sign Off.
* Managing the deliverables in a timely manner.

**Project:**

**Direct ISP & EA (Ethernet Access) supplier launches, Optical Connect product launch**

**Role : Business Analyst**

 Duration: Aug 2017 - till now

* Provide a single point of programme coordination & support end-to-end delivery program management from design, plan, build, deployment, testing, launch & post launch of new, existing telecom products and services.
* Supporting Telecom giant for new product launch from process point of view. Assisting variousoperational teams guiding them on New Process/ Process Deltas. Designing Process, Preparing training Material, Preparing Process Documents, Reviewing with relevant Stakeholders, Supporting Operations Post Launch
* Work on supplier Launches (New or Substitution) & Service Improvement work packages, Follow Managed Portfolio Phases (MPP) like Concept, Specify & Plan, Design & Implement, Test & Trial, Pre-Launch, Launch & Post Launch Review.
* Co-ordination with multiple stakeholders to obtain operational work instructions and training wherever necessary.
* Reviewing E2E Testing along with ORT test Scenarios & presenting the SMAB for product launch.
* Creating SOM (Suppliers Operations Manual), DRR (Design Review Record) and ISD Bulletin document for ISP and Ethernet Access Supplier launch of BT for various countries.

**Solution Designing and implementation**

* Project scheduling and analysis.
* Monitoring development activities and reporting project progress.
* Delivering and implementing the project as per scheduled milestones.
* Jeopardy Management with internal and external customers
* Weekly reviews to streamline process gaps and refinement for smooth and quick deliveries.

**Process and Operations Management**

* Sending reports to the top management and maintaining the agreed SLA & thereby focusing on maximizing customer experience while optimizing costs.
* Implementing short/long-term plans for achieving process objectives.
* Interacting with clients to review and resolve concerns & implement new process & procedure changes.

**TECHNICAL SKILLS:**

* **S/W Skills:** MS Office Products, ARIS , BPMN.
* S/W Skills: SQL

**ACHIEVEMENTS**

* Received an ecards from Clients as a token of appreciation for the work performed during Project.
* Awarded many times with the appreciation as Bravo award at TechM for successfully completing a critical project.

**PERSONAL DETAILS**

* Date of Birth : 03- April-1995
* Nationality : Indian
* Hobbies : Reading, love doodling, drawings and paintings.
* Languages : English, Marathi and Hindi
* Strengths : Proactive nature, Go-For-IT attitude, Good Listener, Excellent Communication skills ,Consistent performer, Confident to face challenges, Curious to know new things, Positive attitude.

**Place: Pune Shruti More**