

# SONRAJ GAONKAR

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AGILE BUSINESS ANALYST

## CERTIFICATION

**IIBA** – AAC (Agile Analysis Certification)  
**IREB** – Certified Professional for Requirements Engineering  
**BCS** – Practitioner Certificate in Business Analysis Practice  
**PMI** – CAPM (Certified Associate in Project Management)

## SPECIALIZED DOMAINS

Corporate Finance  
HR – Performance Management  
Payment Gateway  
Health Care

## EDUCATION

M.M.S (Master of Management Studies) – FINANCE  
University of Mumbai, INDIA 2016

B. Tech - Electronics & Telecommunication  
University of Mumbai, INDIA 2010

## KEY SKILLS

Business Analysis  
● ● ● ● ● ○  
Microsoft Office Suite  
● ● ● ● ● ● ●  
Interaction & Communication  
● ● ● ● ● ○  
Analytical & Problem Solving  
● ● ● ● ● ● ●  
Agile Solution Implementation  
● ● ● ● ● ● ●  
Teamwork & Leadership  
● ● ● ● ● ● ○

## AWARDS

TCS / Mumbai, INDIA  
STAR TEAM AWARD / Jan 2020  
BEST TEAM AWARD /  
Sep 2020 & Dec 2018

## RESUME OBJECTIVE

Senior Agile Business Analyst with business acumen and technical expertise necessary to drive across analyzing business operations and paving improved disruptive business services coupled with increase in customer satisfaction.

## PROFESSIONAL EXPERIENCE

### BUSINESS ANALYST

*Tata Consultancy Services / Mumbai, INDIA / August 2016 - Present*

- Devised, deployed & monitored Solutions with restructured sets of re-imagined workflows for ease of use across the Users, harnessing 35% higher revenue.
- Realized feasible efficiency & user friendliness on the proposed business changes by analyzing & designing Performance Improvements Solutions, assisting in 60%+ Efforts savings across Users.
- Devised innovative, disruptive ideas and contributed to 3 projects concomitantly for the successful improvisations with consideration to Data Regulations laws.
- Assembled Stakeholder consensus with streamlined negotiation skills. Developed and cultivated lucrative relationships with Stakeholders through effective communication and interpersonal skills.
- Eased requirement gathering sessions and review meetings with the users, members of the development team and business SMEs to ensure understanding of the improvised and legacy system functionalities.
- Lessened 30% of Scrum rework that would be invested in Development by effectively overseeing requirement gathering & tracing techniques, meetings with stakeholders, and scope definition.
- Formulated KPIs, Benefit Management & Realization strategies coupled with creative Marketing Analysis & Research to tap the potential and capabilities of the visioned and realized Business Solutions.
- Articulated engaging, informative and well-organized documents, excels & presentations with equal consideration to the target audience so as to amplify the purpose & need.

*Master of Management Studies with Finance as Major 2014 – 2016*

### Senior Software Developer

*Accenture Services Private Limited / Mumbai, INDIA / 2013 - 2014*

- Researched, designed & implemented scalable applications for information identification, extraction, processing and retrieval.

### Software Developer

*Tech Mahindra Limited / Mumbai, INDIA / 2011 - 2013*

- Developed and enhanced customer-facing high-efficiency web applications.