**Rupsa Roy**

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**Certified SAFe®5 Agilist | CSM ®| CSPO®|**

**Profile**

Business Intelligence Specialist professional with 6+ years’ experience in developing, project plans and delivered analytical solutions from project inception through go-live by leading 3 scrum teams globally using Agile and Waterfall methodologies. Built solid relationships with geographically dispersed teams, internal and external stakeholders and clients to ensure quality customer service and lean product development. Successfully led highly visible, complex projects with aggressive timelines by translating business requirements into technical requirements and developing solutions to drive business transformation.

**Work Experience**

[**ABB**](https://www.genpact.com/)**, Bangalore Designation: Business Intelligence Specialist 06/2020 – Present**

**Role: Assistant Manager**

**Team: Controlling & Planning CoE | Agile Digital Lab | APJ, Mexico, China |**

* Successfully led business insight and analytical team of 8 members and served as a SPOC of 3 Hubs (India, Mexico, China)
* Provided business application analysis and data modelling design to collect, standardize, maintain, monitor and audit business data for effective centralized data warehouse
* Developed and maintained processes of automated data and using various BI tools (Power BI, Tableau, Adobe Analytics) to create dashboards, graphs and visualization to meet both end users reporting needs and facilitated sharing of business intelligence between multiple data systems
* Coordinated with end users for designing and implementation of analytics solutions as per project proposals.
* Translated Voice of Customer (VOC) in to Critical to Quality Factor (CTQ), and refined Epic, Features & User Stories for Sprint and Release planning and assisted
* Facilitated requirements gathering sessions and review meetings, brainstorming sessions, interviews, workshops with SMEs, project, operation and technical team to identify areas of improvement
* Finalized Sprint Goal, Acceptance Criteria, Definition of Done, story point estimation as well as maintained and prioritized the product backlog for new features and enhancement development
* Supported resource management and performance of the Business Intelligence (BI) and Data Warehousing (DW) applications
* Created and published dashboards in Power BI & Tableau to show variations in different KPI of Corporate Finance Client
* Provided technical assistance for development and execution of Use Cases, Test plans and Test Cases as per requirements and supported technical team members in development of automated processes for data extraction and analysis
* Responsible for design, implementing, developing managerial dashboards within Adobe Analytics and resolve technical issues
* Assisted in designing and implementation of technical architecture, system maintenance, configuration, development, testing, and data integrity.
* Enhanced projects performance by assessing project, communication, change management and ensure team productivity
* Created SharePoint sites, custom workflows, managed permissions and content and overseen SharePoint Portal Server infrastructure, user access, and application deployment
* Successfully hosted virtual event i.e. Digital & CI (Continuous Improvement) Week of 3 hubs and executed digital transformation for Corporate Finance customers

**SAP Labs,** **Bangalore Designation: Controlling Associate T3 03/2016 – 05/2019**

**Role: Team Lead**

**Team: Enterprise Analytics Global Controlling | Germany, USA, UK & APJ |**

* Served as a Scrum Master; increased team productivity and ensured Sprint Goal stays on track by managing change requests, technical feasibility, removing impediments, and facilitated Scrum ceremonies
* Collaborated with Product Owner to identify product features and developed Product Backlogs items, Acceptance & Evaluation Criteria, Definition of Done, story point estimation and measuring velocity
* Developed business intelligence reports using SAP BO Universes and Bex query for Corporate Finance clients
* Used SAP Hana View for WEBI reports and tested the SAP CRM master data and Created interactive dashboards using SAP Analytics Cloud, AFO, and SBEE
* Created projects in BODS the platform like case, map operation, query, row generation, validation and hands on experience in SAP HANA SQL Script in Hana studio, SAP HANA modelling and reporting and SQL queries
* Created Analytic Dashboards for users on the Financial Actual Budget, Target Budget, Revenue and Forecast for different Market Region

[**GENPACT**](https://www.genpact.com/)**, Bangalore Designation: Associate 01/2014 – 03/2016**

**Client - GE Capital (UK) | Project: Mortgage**

* Responsible for Report handling using SAP BO and query design through the Universe and Live Office
* Created and run the query for statistical analysis projects, algorithms, and new methods and analysed the Mortgage business
* Provided technical assistance for development and execution of the test plans and cases as per client requirements
* Supported the technical team members in developing automated processes for data extraction and analysis

**Client - Santander Bank (Spain) | Project: Banking**

* Created and automated MIS reports for Banking Products (Credit Cards) using SAS (Data Extraction, Data Cleaning, Data Manipulation, Reporting)
* Handled third-party data extraction, which is used to build Credit and Fraud models, identifying key highlight from the report and presenting the same to the client.
* Created business intelligence reports using Tableau, Power BI and performed data gathering, data integration, data cleansing, data manipulating using SQL and SAS

**Technical Skills**

**Project Management:** Customer Centricity | Business Agility | Stakeholder Leadership | People Management I Vendor Management | Team Building | Conflict Resolution | Risk Mitigation | Analytical Thinking | Planning and Monitoring | Elicitation and Collaboration | Requirement Lifecycle Management | Strategy Analysis | Requirement Analysis and Design Definition | Solution Evaluation | Business Process Modelling | Cause- Effect Diagram| Business Model Canvas | SDLC | RCA | SWOT | Mind Maps | Data Mining |

**Technical:** Power BI| Tableau | Adobe Analytics | SharePoint | Jira | Confluence | MS Visio | MS Project | Power Point | ETL | Advance Excel | SAP BO | SAP BW | SAP Lumira | SAP CRM | IDT| Design Studio | WEBI | Analysis for Office | SBEE | SQL | SAS | Python | R |

**Education**

* Narsee Monjee Institute of Management Studies, **Post Graduate Diploma Program in Financial Management** 2020
* West Bengal University of Technology, **B. Tech. Computer Science** 2013

**Certifications**

* Certified SAFe® 5 Agilist
* Certified Scrum Product Owner ®
* Certified Scrum Master ®
* SAS Certified Base Programmer®
* SAS Certified Advanced Programmer ®
* Introduction to Tensor Flow for Artificial Intelligence, Machine Learning, and Deep Learning from Coursera