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| **Rajat Sharma**  Assistant Manager – Digital Transformation  India **|** +91-9899222508 **|** srajat.rs@gmail.com **|** linkedin.com/in/rajat-sharma-36868244  IELTS Overall Score: 7 |  |

# Professional Summary



* 6.9 years of IT experience as a **Lead Business Analyst** (**including onsite**) under **Agile (Scrum)** & **Waterfall** methodology of SDLC and a certified Agile professional and part of **Digital Transformation** Team
* Prepared business requirement document (BRD/PDD/SDD), requirement elicitation, gap analysis, scope finalization, impact analysis and designing potential solutions for BPMN, CRM, Website/Mobile application development along with automating solutions using RPA, Process Mining, AWS Cloud
* Customizing, developing, and automating business processes along with system integrations and performing Cost Benefit Analysis
* Evaluate process automation tools and provide recommendations/opportunities using different productivity levers such as Lean, Six Sigma. Identifying the best fit (Process Discovery/Opportunity Assessment/process re-engineering/process mapping, process disaggregation sheet, FTE evaluation, complexity estimations, volume analysis)
* Preparing wireframes, prototypes, Use cases, workflow process, user stories, Epics, Product Backlogs, Product Roadmaps
* Formulated client’s test scenarios and prepared Requirement Traceability Matrix (RTM) for verifying client requirements
* Ensured data visualization and data modelling by preparing reports and dashboards
* Direct interaction with client on daily Scrum calls and participating in sprint planning, review & retrospectives

# Skills



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| **Requirement Management Tools:** | JIRA, HP ALM, Confluence, SharePoint |
| **Process Flow Tools:** | MS Visio, Bizaghi |
| **CRM/BPMN Tools:** | Salesforce, CRMNext, Signavio |
| **RPA/Process Mining/AI Tools:** | UI Path, Celonis |
| **Wireframing /Prototyping Tools:** | BalsamiQ, Mockups, Draw.IO |
| **Database/Cloud:** | SQL Server, Oracle, AWS |
| **Language:** | HTML, SOAP, XML |
| **Platform:** | Windows 10, MS Office Family |

# Professional Experience



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| **Company:** Genpact India Private Limited | **Duration:** July 2019 - Present |
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| **Project:** Carlsberg – Digital Transformation | **Role:** Assistant Manager – Business Analyst |

**Platform:** RPA, QPA, Process Mining

**Role Description:**

* Identifying processes for Carlberg’s Digital Transformation journey across F&A processes such as Accounts Payable, Accounts Receivable, Master Data management (MDM) and Vendor Helpdesk processes, Vendor Creation/Updation process (Lithuania/Latvia/Estonia) and identifying the scope for automations across APAC, EMEA regions
* Prepared AS-IS & TO-BE process flows, process re-engineering and formulating automation decks/proposals for clients along with Cost Benefit Analysis. Identifying LEAN, GB Projects, Volume analysis, FTE estimations
* Involved in Process Discovery, Mining using Celonis for 100% landscape view of process and suggesting improvements.

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| **Project:** Mattel – Digital Transformation | **Role:** Assistant Manager – Business Analyst |

**Platform:** RPA, AWS Cloud

**Role Description:**

* Identifying process landscape for Mattel’s Digital Transformation journey across Accounts Payable (AP)/Accounts Receivable (OTC)/Record to Report (RTR), Human Resources (HRO) and identifying the scope for automations across APAC, EMEA, NA regions and achieving automation with ~3FTE benefit productivity & integration with COUPA, Blackline, High Radius tools for different productivity levers such as Lean, Six Sigma, RPA/QPA
* Prepared business cases, process re-engineering, automation decks, estimating complexities, R factor estimations



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| **Company:** KelltonTech Solutions Ltd, Gurgaon | **Duration:** Oct 2018 – July 2019 |
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| **Project:** Dormakaba, USA | **Role:** Business Analyst- Technology |

**Platform: IOT(Cumulocity), RPA, Website Development**

**Role Description:**

* Created Functional Specification Document(FSD) as per client’s feature list along with AS-IS and TO-BE process (Cumulocity powered by Software AG) and identifying MVPs and MVP++ requirements
* Working on Agile methodology of SDLC and created user stories in JIRA and used Confluence for project artifacts
* Formulated RTM for verifying client requirements with test cases for developing custom web application
* Direct interaction with client – Assisting technical, testing team, product team on deliverables
* Created process maps, product backlog

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| **Project:** Zoylo | **Role:** Business Analyst- Technology |

**Platform: Website/Mobile Development**

**Role Description:**

* Created Functional Specification Document(FSD) as per client’s feature list (MVPs & MVP++) along with preparing process maps for website/mobile application (Diagnostics – Retail/Corporate, Doctor booking, Chatbot – Video/Text) using Invision.
* Orchestrating collaboration between product owners, business stakeholders and technical experts, prioritizing requirements and resolving conflicts. Formulated RTM, epics, user stories, sprint/product backlog along with verifying test cases



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| **Company:** CRMNext (Acidaes Solutions Pvt Ltd.) | **Duration:** April 2016 – Oct 2018 |
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| **Project:** Mauritius Housing Corporation(MHC) – Mauritius | **Role:** Business Analyst- Technology |

**Platform: RPA, CRM**

# Role Description:

* **Onsite** SIT/UAT/PROD execution experience along for **CRM** implementation across Sales, Service and Marketing
* Worked in a multi-vendor environment such as Core Banking System(CBS – Finacle), Loan Origination System(LOS – Omni), Loan Management System(LMS - Omni), Property Management System(PMS - Omni), Document Management System(DMS – OmniDocs - NewGen), Life/property insurance(Insurance Management System – 3i Infotech) processes for retail and corporate customers.
* Interacted with Project Auditors such as PWC and Deloitte for tracking overall project health
* Data Modelling for mapping and migrating customers data into the system
* Spearheaded in tracking and mitigating Project Risk/Issues(bugs) and negotiating on new Change Requests
* Involved in end user/train the trainer related training activities
* Ensured minimal bug during UAT phase, tracking and monitoring bugs on JIRA

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| **Project:** Krungsri Bank, Thailand | **Role:** Business Analyst- Technology |

**Platform: RPA, CRM**

# Role Description:

* Understanding the As-Is and To-Be process for insurance customer and implementing CRM Modules
* Prepared PDD, SDD document, general process assessment documents for automating the internal process for generating Insurance Quotations, underwriting process, policy documents for customers
* Capturing Keystroke information and liasing with development team

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| **Project:** EXIM Bank – South Africa | **Role:** Business Analyst- Technology |

**Platform: CRM**

# Role Description:

* **Onsite** requirement elicitation experience, proposed feasible solutions and functional lead for all **CRM** Modules
* Preparing business requirement document (BRD/FSD), integration document, workflow processes and getting sign offs
* Lead and Service Request modules implementation for retail customers and interaction with Core Banking System(CBS- Oracle’s Flex) and SYBRIN (ERP System), CTS(Cheque Truncation System) for Retail/Corporate customers
* Automating Marketing(Campaign/Events) process with Exim’s in-house marketing automation tools like Send Blaster, mailing lists creation, Account, and Target Planning, and preparing Dashboards and reports



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| **Company:** HCL Technologies Ltd, Noida | **Duration:** Sept 2014 - April 2016 |
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| **Platform: Enterprise Content Management (ECM)** | **Role:** Software Developer |
| **Project:** Adecco Ltd - Melville, USA |  |

# Role Description:

* Automating dynamic document generation (including .doc, .pdf, .png, reports) through ECM xPression Tool under agile methodology of software development
* ECM Configuration mapping and Business rules implementation & Transformed business by ECM penetration into APAC & EMEA & Unit Testing through Real Time Test Client and running Real time Print and Email jobs through POSTMAN, SOAP/REST
* Elicited business requirements, proposed feasible solutions to business requirements, documented the functionalities in FSD and conducted product walkthroughs to the business via POCs
* Configuration sheet preparation and structuring the documents (Deployment/Migration) and updating in SVN
* Production Defects tracking via HP ALM

# Certifications and Trainings



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| * Genpact certified Lean Six Sigma Green Belt | * UI Path RPA Business Analyst Diploma Certified |
| * AWS certified Cloud Practitioner | * Certified Agile Associate & Foundation |
| * Salesforce Admin Training (Trails Head) | * Skillsoft certified for Understanding Chat Bots |
| * Certified CRM from IIM Bangalore – Online MOOC | * IELTS : 7 |

# Awards and Recognition



* Received **$100 Gift card** from UI Path Company for successfully submitting project reviews
* Appreciation from Internal and external stakeholders for exceptional performance in project deliverables
* Global Citizen - Leader

# Education



* B. Tech in Computer Science and Engineering, MDU Rohtak, 79.3% (2010-2014)
* 12th CBSE, 82.8% (2010)
* 10th CBSE, 86% (2008)

# Basic Details



**PAN Number** – CUWPS6226G **Date of Birth** – 20th April 1992

**Passport Number –** L5834824 **Valid Visa** – Australia (From Oct’19 – Oct’20)