

Harshit Gupta

Senior Business Analyst

Contact

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Skills

Six Sigma Green Belt



Operations analysis



Business planning



Coordinating team projects



Business process mapping



Data Analysis



Experienced Business Operation Analyst with a demonstrated history of working in the Information Technology, Telecom and Services Industry. Hands-on experience in vendor management, optimizing and managing business processes updating business rules and presenting result to the clients. Excellent interpersonal skills, problem solving abilities and proficient in operations, project coordination and team management that focuses on customer satisfaction and customer experience.

Work History

2019-04 -
Current

Senior Business Analyst

Sakon, Pune, Maharashtra

- Collaborate with US clients, vendors, cross-functional local and virtual teams for project information, requirement gathering, feedback on activities and being single point of accountability for project governance and specific proof of concept requirements. Document business and client specific requirements and business rules during project lifecycle.
- Leading the technical discussions and status on all deliverables with internal and external stakeholders. Assist in setting client expectations and drive project with internal teams, validate client-facing project plan and set up internal project plan infrastructure .
- Leading independent Implementation Projects end-to-end cycle and driving them through closure. Resolving issues and challenges and maintaining a detailed Project Plan with a Gantt Chart along with a Raid log to track and monitor progress.
- Structuring and managing integrated, multi-track projects or programs of multiple projects. Updating and maintaining Smartsheet dashboard view to show the overall project health status
- Proficient in Business Process Modelling to structure existing and new processes.
- Designing schedules, assessing risks, ensuring ways of mitigation and tracking progress. Perform risk management and incident management.
- Ensuring projects meet stipulated timelines, quality

and meet customer satisfaction during implementation being a single point of accountability .

- Mentoring and coaching project team members, as appropriate.

2017-10 -
2019-03

Business Operation Analyst

Sakon, Pune, Maharashtra

- Invoice Processing and Validation as per the standard into Sakon TEM application process.
- Prepare payment file and send to customer to make the payment (Accounts Payable and Accrual File).
- Preparing LOA'S for the respective vendor's by co-ordination with Clients.
- Prepare and maintain record's and case file including documentation such as client's personal and eligibility information, services provided, narratives of client contract, and relative correspondence.
- Hands-on working experience on vendor Portal setup, Billing redirection, Missing Invoices, Lines of service -Disconnection/Past due notices with vendors like AT&T, Verizon, CenturyLink etc.
- Conduct operation management activities such as project management,business planning, Billing, Service level agreement etc.
- Measuring, monitoring and reporting on customer satisfaction and vendor,performance and implementing continuous improvement strategies. Also coordinating all vendor management tasks between external vendors and internal employees.

Education

2019-06 -
Current

MBA: Customer Relationship Management

Symbiosis International University - Pune

2012-06 -
2016-06

Bachelor of Technology: Electrical Engineering

Bharati Vidyapeeth University - Pune

Certifications

Lean Six Sigma Green Belt

Operation Excellence Foundation (LinkedIn)

Jira and Confluence

Google Digital Unlocked - Digital Marketing Fundamentals

Perusing Prince 2

Accomplishments

- Employee of the year 2019 (Sakon)
 - Extra Mile Award 2019 (Sakon)
 - Certificate of Achievement 2018 (Sakon)
 - Publicity Head (B.V.P)
 - Central Treasurer (B.V.P)
 - Member of Leo Club (NGO)
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Interests

Billiards, Chess, Travelling, Stock Market