

SAI KIRTI BISWAL

Email id: biswal.saikirti@gmail.com

Contact: +91-8494820002/9090024071

Objective:

Business Analyst with over 4 years of experience supporting business solution software and analyzing business operations. Aiming to utilize my strong prioritization skills and analytical ability to achieve goals of the organization.

Summary:

- Having 4 years 2months of professional IT experience in the areas of data analysis and strategy having primary focus in data mining techniques, generating periodic reports, and building high quality visualizations.
- **Experience in Tableau desktop version, Advance Excel features, Index, Match, SQL Server 2008, General Linear Model, Choose & Business analyst, Business management latest Service Now tool.**
- Good knowledge in Technical Documentation using Tableau and Presentation with Customers.
- Daily interaction with client and understanding the client static data and coordinating with the team members to solve the issues and bugs.
- Worked on generating daily, weekly and monthly using latest **Service Now Tool**.
- Expertise in creating weekly reports for VPN, DNS, PITC, SCTASK and monthly reports for healthcare.
- Ability to work under pressure with proper time management and creative thinking.
- Communicate client's business requirements by constructing easy-to-understand data and process models.

Employment Details:

- Worked as **Senior quality analyst** in **Microland**, Bangalore from September 2017 to March 20th 2020.
- Worked as **Data Analyst** in **HSBC Bank**, Bangalore from June 2016 to August 2017.
- Worked as **MIS Executive** in **BLACKBUCK**, Bangalore from March 2016 to June 2016.
- Worked as **Intern** in **Web Town Pvt Ltd.**, Bhubaneswar from October 2015 to March 2016.

Technical Skills:

- Tableau, Index, Match, Python, SQL, General Linear Model, Choose & Business management.
- Arithmetical, Logical & Text Functions.
- Pivot Table & Pivot Charts to simplify the data.
- Applying Conditional Formatting & Data Validation with formulas.
- Different types of Protection Methods.
- Review business activities and assist client to define current state processes.
- Work with client to document future state processes for Incident Management, Change Management, Knowledge Management, and Service Request Management.
- Document current state and future state process maps.
- Experience in IT consulting as a business analyst. Experience in developing user stories, use cases and detailed requirements.
- Experience in creating Service Now process flows and dashboards and reports.

Projects:

Project 1: MICROLAND

Project : Telecom of Excellence (GESBU)
Company : **MICROLAND**
Duration : September 2017 to March 2020
Role : Business Analyst/Management (Operation Excellence)
Environment : **Service Now Tool, Tableau, MS Excel 2016**
Team size : 12

Roles : Business Analyst

- Working in Telecom team for GE Department in ASPAC region using in Service Now tool.
- Creating report using tableau and presentation to the client
- Daily interaction with client and understanding the client static data.
- Coordinating with the team members to solve the issues and bugs.
- Business Analysis, requirement gathering, requirement elicitation, requirement prioritization and stakeholder management.
- Full project and business change lifecycle experience including business process mapping, gap analysis, understanding of enterprise level architecture, etc.
- Technical and Functional Consulting, MS Word, MS PowerPoint, MS Excel.
- Regular interaction with clients, for understanding requirement and ensuring resolution.
- Automating inventory sync reports for different facility to be sent on a daily basis.
- Creating new reports as per client requirement.
- Pulling data requests for client from active and archived database.
- Extensively worked as a Domain Consultant closely with the Client.
- Coordinated in solution design / approach for team requirements.
- Giving functional training to trainees.
- Auditing and analyzing Business GE service now tickets, managing the SLA for P1, P2, and P3 Tickets.
- Actively involved in Business Discussion with the client.
- Managed the tracking of the SLA defects raised.
- Raised or flagged critical defects.
- Ensuring timely delivery by the offshore team.
- Client appreciations received for timely delivery of quality work and identification of gaps in the initial design.

Project 2: HSBC Electronic Data Processing India Pvt. Ltd

Project : ASPAC Remediation Team
Company : **HSBC**
Duration : June 2016 to August 2017
Role : **Data Analyst**
Environment : **MS-EXCEL 2016, VLOOK UP, HLOOK UP, Advance EXCEL.**
Team size : 18
Roles : **Data Analyst**

- Working in Data Readiness Group.
- Remediation Work.
- Working on London and American accounts (APAC and HBUS Accounts) and make the report using tools VLOOKUP and HLOOKUP.
- Constantly upgrading knowledge on Client Account Data and be up to date with process related changes / updates.
- Understanding on client static data.
- Timely escalation and communication of any identified issues while on-boarding or maintaining data
- Help with resolution of issues and conflicts arising during Data Remediation.
- Documenting all Data Remediation activity.
- Participating in the entire life cycle of Remediation.
- Understanding in MS product suite specially Excel, PowerPoint.
- Understanding of data hierarchies, client account & SSI data.

Project 3: BLACKBUCK Project

Project : **BLACKBUCK MIS Executive (Operation & Business Management)Team Project**
Company : **BLACKBUCK**
Duration : March 2016 to June 2016.
Role : MIS Executive (Operation & Business Management)
Environment : MS-EXCEL, VLOOK UP, HLOOK UP, Advance EXCEL.
Team size : 20
Roles : MIS Executive (Operation & Business Management)

- Proficient in excel, word, outlook, and access.
- Working in MS-EXCEL Sheets to make the reports by using VLOOKUP, HLOOK UP, advance document verification, final settlement, raising the pods invoice details of different companies & making the reports.
- Identifying human (order entry) and system errors (Database errors) related to the customer data.
- Sticking to the process rules and adapting the updates dynamically.

Academic Details:

- B.TECH (EEE) from College of Engineering Bhubaneswar, Bhubaneswar, BPUT in 2015.

Personal Details:

Date of Birth : 28/03/1993
Nationality : Indian

Date:

Place:

(Signature)