**Maneesh Pamu**

Email: [Maneesh.hnk@gmail.com](mailto:Maneesh.hnk@gmail.com) Cell: +91 9908175354

**Objective**

Seeking competitive assignments with a leading organization of repute utilizing my core competency

**Professional Background**

**Business Analyst/Scrum Master**

Cognizant technology Solutions India Pvt. Ltd.

* Defining business solutions in an IT environment in a business analyst role - working with business owners and IT development staff
* Proxy scrum master from offshore team in leading the daily stand-up calls
* Use estimation techniques approved and widely used in agile methodology
* Hold Brainstorming sessions with team members and coming up with the estimates required for end-to-end project completion and convey the same to business
* Act as the point of contact between the business units and IT
* Gather and analyze business requirements by collaborating directly with the business/product owners to assess impact and provide a definite implementation timeline
* Analyzes current business processes, assess the capability of existing systems to meet the  business requirements and identify/document gaps
* Create and develop user stories based on business and systems requirements, define and elaborate user stories with validation and acceptance criteria
* Create exceptional business/functional requirements documents using cases and test plans as per the requirement
* Track and maintain detailed log of the requirements/action items/impacted applications/modules in the tracking tools and provide timely update to business/management on the progress of the project
* Effectively collaborate across all teams and make sure that all the impacted areas are in sync
* Creating new business rules and process flows for proposed system enhancements
* Facilitate routine meetings with key groups for business/it remediation to ensure project timeline and coordinate external resource dependencies to resolve ongoing issues
* Assist in providing verification support during monthly production releases
* Create test scenarios and analyze program results to ensure requirements are met
* Support incident and problem resolution when business processes are impacted or involved
* Ensure that technology solutions meet global business requirements, goals and best practices
* Strong listening and interpretative skills for facilitating understanding of issues and solution designs
* Conduct User Acceptance Testing / Demo with business and seek their sign off on the completed project
* Seek feedback from business team by conducting retrospection meetings at the end of every sprint

**BPO Operations – Team Lead**

Cognizant technology Solutions India Pvt. Ltd.

* Oversee day-to-day operations
* Set clear team goals
* Delegate tasks and set deadlines
* Motivate team members
* Monitor team performance and report on metrics
* Understand team members’ pulse and resolve any issues or conflicts
* Recognize high performance and reward accomplishments
* Maintain healthy competition within the team
* Provide necessary business information to the management/client

**Senior Team member** *2008 – 2011*

BA Continuum Solutions India Pvt Ltd

* Transaction Processing - Credit and debit the Bank of America customer accounts based on the transactions on a day-to-day basis
* Researching the Customer Accounts, identify the source of error and rectify so that the end customer is not impacted
* Correct the transactions that go wrong either due to the system error or due to manual errors

**accomplishments**

* Transition experience: Successfully transitioned the process Business Insurance Claim Coding (BICC)
* One of the lead trainers and trained a batch of 18 offshore associates on the process
* Received WOW, Opel & Unicorn awards for delivering training and excelling in performance.
* Received several top performer awards and recognitions month on month
* Received appreciation from the Managing Director, Head of Operations - India, Avtar Monga, for my contribution to the process in the Fourth Quarter – 2009

**Education**

MSc (Forensic Science) from Osmania University 2008

Graduate (Bio-Technology) from Kakatiya University 2006

Intermediate (Bi.P.C) from I.P.E 2003  
S.S.C from Board of Secondary Education 2001

**declaration**

I hereby declare that the information provided by me is true up to my knowledge and belief.

Place: Hyderabad

Date: **MANEESH.PAMU**