**Bilal Aslam Shaikh**

**Business Analyst**

 **+91 8898 734332 bilalshaikh2093@gmail.com**

Andheri E, Mumbai – 400072.

IT Professional with around 5 **years** of experience, specializing as a Business Analyst, A**pplication & Production support** with a keen interest in banking applications.

 **Experience**

**MITS Global Consulting pvt ltd.**

**Business Analyst •** **MITS Global Consulting pvt ltd., Mumbai**

**Project Name:**

**FINNONE LOS**

* Work closely with Business Technology Team towards achieving functional aspects of the software product.
* Converting user stories into Business requirements.
* Liaison between onsite and offshore team.
* Liaise with developer and users for proper roadmap.
* Complete requirement gathering from Ops team & users for enhancing new functionality.
* Perform SIT, UAT and also the production movement of the fix.
* Co-ordinate with the Client & Vendor till the successful project delivery & deployment.
* Prepare BRD for the newly logged projects.
* Complete Root Cause Analysis of the issues and defects and formulating the required permanent solutions.
* Sound knowledge of Change Management.
* Sound knowledge of Release Management.
* Performing necessary monthly and quarterly maintenance tasks to elevate system performance.
* Deployment of the Fix patches in the production environment.

**Nucleus Software Exports Ltd**

**Software Engineer •** **Nucleus Software Exports Ltd., Mumbai (Client: HDFC)**

**Project Name:**

**FINNONE LOS**

* Work closely with Business Technology Team towards achieving functional aspects of the software product.
* Complete requirement gathering from Ops team & users for enhancing new functionality.
* Perform SIT, UAT and also the production movement of the fix.
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* Sound knowledge of Release Management.
* Performing necessary monthly and quarterly maintenance tasks to elevate system performance.
* Deployment of the Fix patches in the production environment.

**Empower IT Systems Ltd**

**Software Engineer •** **Empower IT Systems Ltd., Mumbai (Client: HDFC)**

**Project Name: FINNONE LOS**

* Work closely with Business Technology Team towards achieving functional aspects of the software product.
* Complete requirement gathering from Ops team & users for enhancing new functionality.
* Perform SIT, UAT and also the production movement of the fix.
* Co-ordinate with the Client & Vendor till the successful project delivery & deployment.
* Prepare BRD for the newly logged projects.
* Complete Root Cause Analysis of the issues and defects and formulating the required permanent solutions.
* Sound knowledge of Change Management.
* Sound knowledge of Release Management.
* Complete Root Cause Analysis of the issues and defects and formulating the required permanent solutions.
* Performing necessary monthly and quarterly maintenance tasks to elevate system performance.
* Perform System Integration Testing to integrate various components into the existing system.

**Future Focus InfoTech**

**Software Developer • Future Focus InfoTech, Mumbai (Client: TCS)**

**Project Name:**

**I-NEO+**

* Analyze software faults/ bugs and resolve them by developing patch bundles jointly with the development team.
* Co-ordinate with business users, project managers and software testers to resolve Production issues.
* Maintaining appropriate documentation of new modules and its related components integrated in the software system.
* Support and administer software system, resolve application issues, provide updates and perform root cause analysis, attend Weekly / Quarterly Client business reviews.

**Education**

* **Bachelor in Science - Information Technology (2011-2014), Mumbai University**

 **Skills**

* **Business Process Tuning**: Identify potential system issues and tune the business process to eliminate various performance overheads leading to increased revenue by 15%.
* **Effective collaboration**: Work closely with various stakeholders towards achieving functional aspects of the software product and manage more than 4 applications.

**Strong Communication**: Strong personal and inter-personal communication skills with ability to document process and maintain Knowledge-base.

 **Software/Tools**

* **Operating System:** Windows, Unix,
* **Oracle Systems**: Oracle Enterprise Manager (12c)
* **Database Tools**: Oracle SQL Developer
* **Web Technologies**: Familiar with HTML, JSP
* **App Server/Middleware**: WAS 7