

BHARGAV PATHAK

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EXPERIENCE SUMMARY

- Highly seasoned, Solutions-driven business analyst with experience in e-commerce, healthcare and telecom domain leading cross-functional teams in the development, documentation and delivery of process innovations drives the attainment of business goals. With a superb customer satisfaction record. Adept at interdepartmental coordination to maximize business functionality and efficiency. Committed to ongoing professional development and research to ensure currency and innovation in management and problem-solving.
- Total 8+ years of experience in Software Industry. Out of these, 2.5 years of experience as an Implementation Analyst. 1.5 years of experience at Webindia as a Business Analyst, 9 months of experience at Commerce Pundit Technologies Pvt. Ltd and 3+ years of experience at Sterlite Technologies Limited. During my tenure, I have worked on various software development life cycle as a Solution Integrator, Product/Solution deployment, Software Tester, Business Analyst and Team Lead.

KEY SKILLS

Business Analysis	Requirement Gathering, BRD, SRS, People Management, Project Management, Enterprise Implementation, Risk Management, Structured Problem Solving, Critical Thinking
Database	SQL (Microsoft SQL Server 2012, My SQL, Oracle 10g / 11g / 12c, PostgreSQL)
System	Windows, Linux 6 / 7, Solaris 11, iOS, Android
Modelling Tools	Microsoft Visio, Axure, Rational Rose
Development Tools	PHP Development (Hands-on), SQL Queries, Procedures and Triggers (Hands-on)
Implementation	Product Implementation, Test Case Preparation, Business Case Preparation, User Acceptance Testing

EXPERIENCE

Sr. Business Analyst (October 2017 till date)

Sterlite Technologies Limited

Client: MTNL Mumbai

Environment: Linux, Java, Oracle RAC

Sterlite Products: Crestel BSS v6.2.3, Netvertex (PCRF), AAA

- Gathered requirements of the existing system and wrote workflows of the day to day activities which involve BSS, AAA & PCRF.
- Mapped requirements against the Sterlite Product Offerings
- Prepared SRS based on the gathered requirements. Prepared Flow Charts each activity wherever required.
- Mapping of Old Products master lists and New Product master lists with SQL
- Creation of DB Links, Triggers, Procedures and schedule jobs for the specific operations of MTNL based on their requirements.
- Supported Interoperability testing with Huawei, Alcatel and Ericsson.
- Performed end to end UAT with MTNL staff for all activities and tested different kind of plans like Fair Usage Policy plans, Time Based plans, Different speed plans & FNTM plans.
- Successful data migration, cutover and Go Live of MTNL Mumbai BSS platform. 260K+ subscribers with their broadband services are being served by single BSS platform
- Handled team of 1 system engineer, 2 developers and 1 QA to execute end to end deployment of the product.
- One of the fastest, smoothest and successful Go Live for MTNL Mumbai without any escalations.
- Provided operation and maintenance training to staff of MTNL.

Client: MTNL Delhi

Environment: Solaris, Java, Oracle RAC

Sterlite Products: Crestel BSS v6.2.3, Netvertex (PCRF), AAA

- Gathered requirements of the existing system and wrote workflows of the day to day activities which involve BSS, AAA & PCRF.
- Analyzed the product plans for the feasibility and document them for the solution design.
- Mapped requirements against the Sterlite Product Offerings
- Mapping of Old Products and New Product with help of SQL queries.
- Creation of DB Links, Triggers, Procedures and schedule jobs for the specific operations of MTNL
- Prepared SRS based on the gathered requirements. Prepared Flow Charts each activity wherever required.
- Supported Interoperability testing with Huawei, Alcatel and Ericsson.
- Performed end to end UAT with MTNL staff for all activities and tested different kind of plans like Fair Usage Policy plans, Time Based plans, Different speed plans & FNTM plans.
- Successful data migration, cutover and Go Live of MTNL Delhi BSS platform. 160K+ subscribers with their broadband services are being served by single BSS platform Provided operation and maintenance training to staff of MTNL.

Business Analyst (January 2017 to October 2017)

Commerce Pundit Technologies Pvt. Ltd.

- Prepare Scope Documents after analyzing the functional flow of the existing and new systems.
- Prepare Use Case Diagrams for existing projects using MS Visio.
- Prepare Flow Charts for the existing projects using MS Visio.
- Create Wireframes using Axure for the converted projects and create scope for them.

- Help Sales team for estimations and requirement elicitation for the projects.
- Prepare SOP Documents for the internal processes of the company.
- Project Costing and Estimation by co-ordination with Development, Design and QA Team

Business Analyst (June 2015 to January 2017)

Webindia INC

- Capture client's functional requirements and convert them into technical requirements
- Guide clients through wireframes and flowcharts after requirement gathering.
- Prepare scope of the project and discuss with Project Managers and QA
- Project Costing and Estimation by co-ordination with Development Team.
- 70+ different kinds of Web Projects analyzed, estimated.
- 30+ Projects delivered successfully with excellent client satisfaction ratio.
- Project Co-ordination and Client communication
- Lead the Wordpress Developer's Team along with Project Manager for Development Projects
- Scrum meetings to track the progress
- Administration of Cpanel, Client Emails and Data.
- Provide post sales training to clients
- Provide suggestion to clients to improve website
- Provide suggestions to improve existing Business Process

Implementation Analyst (July 2012 to December 2014)

HealthTech India

- Working extensively with SQL Server doing Data Conversions for major EMR & PM Systems.
- Evaluating and analyzing SQL, MYSQL, PostgreSQL, Sybase databases.
- Database management and migration.
- Responsible for setting up IIS, and troubleshooting for archived patient data.
- Communication with the Project Managers at USA
- Managing the Project Timeline and Achieving the Deadline
- Email Communication explaining the issues and provide support.

EDUCATION

- **B.E. (Computer Engineering)** from University of Mumbai (Terna Engineering College, Nerul, Navi Mumbai) in 2012, 58%.
- **D.E.E (Diploma in Electrical Engineering)** from Technical Education Board, Gujarat (N.G. Patel Polytechnic, Bardoli, Surat) in 2006, 60.96%
- **S.S.C** from Gujarat Secondary Education Board, Ahmedabad in 2001, 78.00%

PERSONAL

- **Date of Birth:** 16th November 1985
- **Address:** A/152, Ghanshyamnagar Tenaments, Canal Road, Ghodasar, Ahmedabad – 380050
- **Languages (RWS):** English, Hindi, Gujarati