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|  | **SFU_CRT_BDG_Admin_RGB.png** **Deepak Raj** |
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**Professional Experience**

**Business Analyst** **Feb 2017 – Aug 2020**

**Tekforce Corp, San Ramon, California**

* Administered end to end of the project Hiring Application by enforcing Agile Methodology. It was to integrate Hiring, Payroll, Verification and Documentation processes into a single Web Application based on client’s requirements.
* Governed the project Recruiting Software Application using Agile Methodology. The Web Application triggers emails to potential candidates automatically with a link embedded. This automation software increased efficiency by 75%.
* Coordinated with stakeholders to understand their requirements, recommended and designed according to their business processes and operational procedures.
* Worked in a Scrum team environment, facilitated Sprint Planning Meeting, Daily Scrum Meeting, Spring Review and Sprint Retrospective.
* Facilitated JAD sessions, conducted interviews, QA sessions with business users to solicit business requirements and furthered Functional and Non-functional requirements of the same.
* Prepared Business Requirement Documents (BRD) and translated business requirements into functional requirements document (FRD) and translated the FRD into User Stories using JIRA.
* Liaised with the Business Team, Technical Team, and Quality Assurance Teams.
* Assisted QA team in creating Test plans, Test Scenario and Test Cases.
* Recruited candidates based on client requirements. Responsible for Sourcing, Interviewing and Submitting right candidates for specific project.

**Business Analyst Intern June 2016 – Sept 2016**

**Agama Solutions, Fremont, California**

* Participated in JAD Sessions with the Subject Matter Experts (SME), stakeholders and other management teams during finalization of the Business Requirement Document.
* Received training to prepare Business Requirement Document and Functional Requirement Document.
* Gained training to prepare Project Scope, Project Charter, Project Plan, Project Estimates, Schedules, Resource Planning, Work Breakdown Structure (WBS) and Status Reports.
* Identified GAP Analysis between AS IS and TO BE workflow models.
* Acquired knowledge in preparing UML diagrams - Use cases, Activity diagrams, Sequence diagram, Process Flow diagram and Swim Lane using MS Visio.
* Gathered training to create Test Plans, Test Scripts and Test Cases from the Requirements documents.

**Senior Executive Mar 2014 – May 2015**

**ELS International Education Pathways Private Limited, Chennai, India**

* Worked on Student Management System (SMS) Software project from Product Conception to successful delivery. Acted as the primary liaison between the business stakeholders and technical teams to be more effective.
* Facilitated JAD sessions, interviews, brainstorms and meetings with stakeholders for understanding and refining of requirements in coordination with Senior Directors.
* Conceived ideas to add multiple features to the Application Software and created necessary artifacts like BRDs, FRDs.
* Developed Use Cases, Use Case Scenarios and Visualized by UML diagrams in Visio
* Focused on Feasibility, Traceability Matrices, assisted testing teams with testing process and provided necessary approvals.
* Created User Guide and maintained relevant documentation for future development phases.
* Managed Customer Relationship Management (CRM) – Sugar, project and assisted in migration of current CRM to Sugar CRM.
* Performed GAP analysis to understand the gap between the actual and potential performance, for customization and enhancement.
* Provided professional training to users and conducted project related presentations.

**Sales Engineer Dec 2012 – Nov 2013**

**Baron Enterprises, Chennai, India**

* Conducted weekly meeting to discuss about target achieved, set goals to find new clients to achieve Sales Target.
* Tested load according to Customer Requirements.
* Involved in Revenue generation from the existing, new accounts and coordinated with Accounts team related to payments from Customers.
* Handled Pre – Sales, Post – Sales requirements and maintained after-Sale Customer Relationships.

**Educational Qualifications**

* Pursuing, Doctorate of Business Administration | Westcliff University - Irvine, California
* Master of Sciences (M.S) in Engineering Management | International Technological University - San Jose, California | GPA: 3.81
* Masters of Business Administration (MBA) | James Cook University, Singapore
* Bachelor of Engineering (B.E) in Electronics & Telecommunication Engineering | Sathyabama University - Chennai, India
* Diploma course in .Net

**Certifications**

* Certified Scrum Master
* Certified Salesforce Administrator (ADM201)

**Skill Set**

**CRM** Salesforce

**Office Tools** MS word | MS Excel | MS Access – MS PowerPoint | MS Project

**Project Management** JIRA

**Business Modeling Tools** MS-Visio | Rational Rose | UML |HP Quality Center/ALM

**SDLC Methodologies** Agile (SCRUM) | Waterfall

**Database** SQL | MySQL

**Wireframe Tools** Justinmind | Gliffy

**Defect Management Tool** BugZilla

**Programming Language** C | C++ | JAVA | SQL | HTML