**SUDHA SINGH**

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**Career Objective**

To secure a challenging position as a Technical business analyst / Product owner / Product manager in an environment where my skills can be utilized and which provides career growth and great learning , **contribute and grow with the vision of the company for long term.**

**Career overview:**

* **4** years of experience as a technical Business analyst/Product owner with IBM (2.5 years) and S&P Global.
* Experienced in gathering requirements from sales, SME, PMO teams and gap analysis.
* Experienced in preparation of SRS, BRD, Use case specification, FRS, Test cases documents.
* Experienced in RACI , Stakeholder analysis , drawing UML diagrams (Usecase and Activity diagram)
* Experienced in data modeling using MS Visio.
* Experienced in wireframe and prototyping using Axure.
* Experience in working closely with stakeholders to handle Project Risks, Issue, dependencies and initiating discussions and estimations for Project Changes.
* Experienced in conducting Regular status meetings with technical team and client.
* Fetched data from database using SQL queries.
* Experienced in conducting sprints, working with product owner and have expertise in creating user Stories coordinating and communicating with stakeholders to analyze the requirements which are relevant and important to the product, prioritizing product backlog, performing user testing .
* Excellent written and verbal skills, strong interpersonal skills, influencer, a creative problem-solver and skilled in analyzing consumer/business needs.
* Strong collaboration and team building skills with proficiency at grasping new domain and technical concepts quickly and utilize the same in a productive manner.
* Get involved in UAT and test web application at all stages and at the end and make sure the quality of web application is as per document.
* Prepare test plan and test cases for the application.
* Expertise in utilities. Life insurance, mutual funds domain.

**PROFESSIONAL EXPERIENCE**

**Key Skills**:

**Programming -** Mainframes – JCL, COBOL, Cics

**Database Language**  - SQL

**Web** - HTML, CSS

**Scripting**  - JavaScript

**Documentation tools** - MS Office 2007/2010 (Word, Excel, PowerPoint), Phabricator

**Modelling Tools** - Ms Visio 2007

**Prototyping Tools**  - Axure RP PRO 6.5 / 7.0

**Methodologies and Models** -Waterfall, Agile

**Organization** **: S&P Global**

**Profile** : Technical Business analyst

**Career History: 2018 to Present**

**Roles and Responsibilities:-**

* Completed project related and company trainings.
* Created documents for products and for tasks.
* Looked into Product support cases and solved them before timelines, got appreciated for it.
* Solved product related bugs.
* Looked into user stories and resolved them on time.
* Gave KT to new joiners.

**Organization** **: Adya smart metering**

**Career History: 2016 to 2018**

Joined start with the intent to gain technical and domain knowledge, to get more responsibilities, to get experience of in and out of the projects and to get involved in multiple projects at the same time for long term.

Had to leave start up due to lack of funds in the company.

**Roles and Responsibilities:-**

* Prepared SRS and prototypes using Axure for MDAS 2.0 application.
* Conducted regular status meeting with clients, technical team and PMO department.
* Prepared use case specifications for MDAS 2.0 application for testing team.
* Drive stakeholder for user acceptance testing.
* Conducted regular status meeting between technical and testing team to avoid misconceptions.
* Involved in gap analysis for MDAS mobile app.
* Gained domain knowledge in Smart meter industry.
* Testing of Web application at various stages to make sure it is user friendly and as per standards.
* Prepared test plan and test cases for the web application.
* Attended induction program which included Mutual Funds.
* Gained Domain knowledge in Mutual funds, Equity.
* Prepared BRD for API integration of Paytm with RIA services.
* Created functional document for new invest easy website of Reliance mutual fund.
* Testing of Web application at various stages to make sure it is user friendly.

**Organization** : **IBM**

**Profile** : Business Analyst / System Engineer / Sr. Software developer

**Clients :** HCSC, HSBC

**Career History: 2013-2015**

**Roles and Responsibilities:-**

* Supplying qualitative and quantitative data to colleagues and client.
* Gathered requirement from client, analyzed it and provided solutions.
* Prepared Use case diagram and Activity diagram diagrams using MS Visio, and prepared prototype using Axure.
* Shadowed Project manager and Senior Business analyst in analyzing stakeholders and preparing RACI matrix.
* Involved in suggesting changes in Business Requirement document as per the changes requested by the client.
* Prepared minutes of meeting during meeting with clients and internal meetings.
* Manipulating, cleansing & processing data using SQL and Excel.
* Developing, testing and maintaining production codes in accordance with healthcare reforms of the US.
* Resolving production setbacks within a user specified time frame.
* Training new resources in the project through innovative knowledge transfer sessions.
* Coordinating with the onsite team at Chicago, Illinois to ensure consistency of deliverables.
* Completed all mandatory trainings.
* Analyze raw data, drawing conclusions & developing recommendations
* Ran billing cycles to generate bills and solved abends and oob caused.
* Prepare test case documents after making changes in Patient details.
* Developing and maintaining production codes in accordance with healthcare reforms of the US
* Resolving production setbacks within a user specified time frame.
* Completed Jbase training and worked on migration project FDTSS from AIX to Linux.
* Knowledge transfer of jbase.
* Worked on client location and interacted with them during the entire project of migration
* Analyzed jbase codes, tested and made changes as necessary.
* Documented changes and shared it in SharePoint.
* Worked closely with Business analyst for Requirement gathering, Requirement analysis, drive clients to UAT.

**SIGNIFICANT HIGHLIGHTS**

Interacted and managed clients from various geographical location like US, UK.

**SCHOLASTICSB.tech (Computer science engineering)**  from Indur Institute of Engineering and Technology(IIET) with 70 % in 2012.

* **Class 12thfrom** Kendriya vidyalya Trimulgiri (cbse Board) with 66% in 2005.
* **Class 10thfrom** Kendriya vidyalya Trimulgiri (cbse Board) with 87% in 2003.

**ACADEMIC ACCOLADES**

* Secured 1st rank in 9th standard.
* Secured 87% in 10th standard.
* Secured distinction in B.tech (Computer science Engineering).

**EXTRAMURAL ENGAGEMENTS**

* Winners in Basketball at interschool level for 4 consecutive years.
* Won 1st and 2nd prize in Kabaddi at interschool level for 5 consecutive years.
* Won 1st prize for poem recitation for 5 consecutive years in school.
* Won 1st prize in quiz competition in school.
* Won 2nd and 3rd prize for kho- kho for 4 years in school
* Won 1st prize in lectures in school.
* Won 2nd prize in rangoli competition in school.
* Participated in singing and dancing competition, Independence Day and on army functions.

**PERSONAL VITAE**

* Hobbies : Cooking , Netsurfing , Listening music , hitting gym, Learning technical skills
* Nationality : Indian
* Languages Known : English, Hindi
* Passport : Valid
* Reference: Available upon Request