# ABHISHEK ACHARYA

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# **Executive summary**

Proficient Business Analyst / Product Owner (CSM<sup>®</sup>) with exceptional record of delivering cost-effective, high-performance technology solutions to meet challenging business demands. Developing business processes and system solutions for E-commerce, Location Intelligence, Retail industries for various projects from conceptualization to implementation.

- 6 years of experience in consulting, requirement gathering, presenting proposals, business analysis, business process modelling, implementation with strong analyzing and problem-solving skills, multitasking abilities with proven experience of utilizing people and process knowledge to assist enterprise in making critical decision.
- Excellent technical writing skills to create Business Requirement Documentation [BRD], Functional requirement Documentation [FRD] and Use case Specification
- Evaluated existing As-Is models, proposed the To-Be desired state with SMEs, and developed the GAP analysis to identify the feasible and viable options for the **CRM** solution
- Excellent team player to work in conjunction with tester [QA], developers and other team members in validation and testing of complex project scenarios
- Acting as a liaison between the clients and technical teams throughout the software development life cycle (SDLC). Ensuring that the business requirements were clearly and unambiguously communicated to the IT team.
- **KPIs** reporting for the portfolio of programs, providing visibility to the milestones and performance across all projects.

#### Core competencies

#### **Business Analysis & Customer Relationship Management**

- Conducting business/project requirement gathering, elicitation, analysis, process modeling, along with implementation and testing.
- Writing functional specifications, scoping releases, managing development and release cycles, and coordinating releases with other departments such as Quality Assurance.
- Continuously improved the client journey through feedback and other key data points leading to an increase in client satisfaction from 44% to 91% and tripling the team's ability to migrate clients.
- Delivering and implementing the project as per scheduled deadlines; extending post-implementation and maintenance support to the technical support team and client, Mapping and Re-Engineering new and existing process flows
- Delivered **PaaS** (Platform as service)-based solutions integrated with salesforce CRM, Location intelligence, and self-driving projects.
- Develop business models, competitor and consumer research, delivery methodologies (build vs buy), pilots and at scale launches

#### Skill highlights

- API integration & User testing
- Pre-Sales & Customer Onboarding
- User Stories & Wire Frame
- Professional services
- JIRA, JQL, Confluence, ServiceNow
- Process documentation

- Agile Methodologies, CRM
- Customer relationship management
- Project & product management
- Requirement gathering and analysis
- Use case and process workflows
- Stakeholder management

- Microsoft Office Tools
- Business Process Management
- Communication skills
- SaaS, CPQ, CLM, Tableau
- SDLC and URL diagrams
- Sales engineering

# **Professional experience**

# Senior Business Analyst - HERE Technologies

January 2019- Present — Mumbai

**Project** – Articulated migration from Google places to HERE location services:

- HERE Professional services has developed guideline and framework for customer who wants to switch from Google to HERE location services
- This project includes Account executives, PS Team and Business solution architect team for cross sell and promote HERE products
- Discourse Description of Discourse Details ADIs describes and the second discourse of the second discourse of the second se
- Discover, Browse and Places Details APIs developed to support this solution
- **4** Significant Contributions
  - Analyzed migration strategies with project team on brainstorming workshop session with experts (Location services, Traffic, Routing and Map tiles)
  - Identified application feature and required services within project scope and defined timeline (Project reports, Kanban boards, Confluence pages)
  - Configured technical support team to migrate customer solution to HERE SDk's /APIs with defined migration guide
- **Project** National Grid location solution in UK:
  - National Grid is a company that has the mission to build up a country wide network of EV Charging stations in the UK
  - Here solves the challenge of identifying optimal location for charging station by providing location score based on different location criteria
  - HERE location suite, HERE map tile and 3D map modeler were used in this project
- **4** Significant Contributions
  - Developed Professional services proposal and project documentation along with brainstorming use cases with stakeholders
  - Define relevant location factors that impact the utilization of charging station with possible challenges and customer assistance program
  - Visualization patterns of National grid data on OLP (HERE Open Location platform) using maphub APIs, geojson data model

#### Project – Microsoft Fleet and Inventory management system

- Deliver real time monitoring fleet telematics solution for Microsoft campus in North America and EMEA.
- Asset management, tracking, shipping system and last mile delivery in outdoor and indoor mapping routes
- Onboarded Navagis on subcontracting for inventory management system

#### Significant Contributions

- Originated customized HERE Tracking solution with indoor positioning, data management as well as licensing and maintaining tracking for fleet
- Integrated HERE and Navagis solution architecture interface along on project roadmap timeline
- Detailed quotation document and Risk analysis report for radio mapping services

#### Business Analyst – HERE technologies

December 2017- January 2019 — Mumbai

#### **Project** – Daimler Mercedes Parking solution in EMEA

- Project is to develop off street parking assist solution for Daimler car user to find parking spaces nearby via Mobile app and car navigation.
- Daimler uses Oscar App to access off-street parking information with APIs
- Scope of support, dependencies and business case documented in JIRA, Confluence

# Significant Contributions

- Collaborate with HERE NOC team and Data management team to build effective data pipeline on parking maps across EMEA.
- Developed the process flow of HERE and customer incident priority mapping with key internal contact
- Defined SLA timeline, frequency, and error management template for effective reporting delivery mechanism

#### Project – Alexa transit – reverse batch geocoding

- Converting GTFS (General transit feed specification) data into address reverse geocoding
- City, state, country, and postal code are critical meta data for Alexa transit process module
- Consolidate the batch processing of source data for designed output patterns and monitoring

# Significant Contributions

- Proposed 2 possible solutions to ingest in input file, reverse geocode and deliver output to customer on AWS console
- Presented proxy application demo for batch processing of reverse geocode -> Input file -> run on client application -> HLS data directory-> AWS S3
  -> optimized last mile route on HERE We go APP
- Authentication, data translation and maintenance on QoQ basis.

# APAC and EMEA CRM and Sales Operations

- Customer demo, onboarding, and Presale's process
- Analytical and graphical analysis of Sales data
- Business Case, Client coordination and Sales strategies

# Significant Contributions

- Data Analysis using Excel, Tableau.
- User Acceptance Testing
- Technical Support for tools and services

# Business Analyst - KGN Technologies

# January 2017 – December 2017 - Ahmedabad

#### Project – E-Commerce Portal to be integrated with ERP and Label-finder Concept in e-Commerce Portal

- Understanding and exploring the possibilities of order in E-commerce portal
- Making possible to integrate portal with retail ERP manage order process through back office
- Prepare detail design of the proposed solution based on the High- level design
- Interacting with various department Brodos with respect to the requirement of projects and change requests

# Significant Contributions

- Well Coordinate with the technical and sales team to attain the objective and received appreciation
- Successfully performed User Acceptance Testing and supported project maintenance.

**Project** – Registration Process of the Retail Store to managed with ERP, and purchase and RFID Reader/Tags/Android Tablets.

- Understanding AS-IS requirement of registration and analyzing pain area/problems
- Interacting with various departments within Brodos with respect to the requirement of Projects and change requests
- Analyzing time tracking module of retail ERP and proposing hardware solution for the same.
- Performing research on hardware solution in the international B2B & B2C market and contacting manufactures
- Proposing best suitable hardware solution to the purchase department

Significant Contributions

- Successful timed implementation of the project
- Well-Coordinated with the technical and sales team to attain the objective and received appreciation
- Successfully performed User Accepting Testing and supported project maintenance.

#### Project - E- Commerce platform for major retail Store on magneto framework

- Developed and managed project plans while providing status updates to management.
- Conducted extensive UAT and prepared documentation for applications developed in-house.
- Gathered requirements, developed stories, and interfaced with developers to design and create innovative solutions to address complex business needs within Overseas clients
- Identified "bottlenecks" and implemented new and improved processes and policies.
- Finding best solution for Complex user requirement of shipping method and Designing Look and Feel.

# Project Coordinator - NASCENT Info Technologies

December 2015 – December 2016 - Ahmedabad

#### **Project** – Web GIS Application for Urban Development Authority

- Development of Web based GIS application and mobile application for tax collection
- Application development Flow, Project Milestone and System Architecture developed
- Resource Analysis, Risk Analysis and Gap Analysis to well prepare for probable dropdown areas
- Agile and Scrum is used to solve problem in iterative manner for better and fast results.
- **Project** GIS Mapping Project for Canadian Firm
  - Canadian State Government Project for GIS Mapping of all Oil line (Gas Line) on map with update data
  - Data Security and Data Integration with Data Management techniques
  - Weekly project report with time and price estimation against assigned tasks
  - Maps with details data integration and query-based data fetching technique which show on map with analysis and Comparison.

#### Education

Year Of Passing	Course
2016	Masters of Technology in Geomantics [CEPT university ,Ahmedabad]
2013	Bachelor Of Technology in Information Technology [LJIET , Ahmedabad]

#### Achievement

- Certified Scrum Master (CSM)
- AWS IOT, AWS CAF, and Azure Cloud Fundamental Certification
- Paper published on "Web GIS Application for Urban Development Authority" on ISG [Indian society of Geomatics] & ISRS [Indian Society of Remote Sensing] National Conference.
- Movie Script writer [Passion for Movies]

#### Personal Dossier

Date Of Birth	02/05/1992
Gender	Male
Spoken Languages	English[Fluent],Gujarati[Mother Tongue],Hindi[Fluent]
Current Location	Mumbai (India)
Marital Status	Married

I hereby declare that above furnished details are factual and correct to the best of my knowledge