**RESUME**

 **RASHMI THAKUR**

**Contact No:** M: +91- 9908790904

**E-mail ID:** rashmist13@gmail.com

**Career Objective:** With 3yrs as an IT Business Analyst looking for an opportunity to be a dynamic part of an organization by adding value in the growth of organization

**Profile Summary**:

* Liaison between Technical team and Clients for POC’s, Requirement clarification and other technical queries, Power Point Presentations and Demo
* Hands on User stories, Sprint sheets, Burn-down charts, Business Requirement Document, Use case documents, RTM, UML, JIRA, Balsamiq, Lucid Chart, SQL, Axure, Tableau
* B2B Client Relationship Management (CXO’s)
* Facilitating Daily scrum meetings and Sprint planning meetings and Review & Retrospective meetings, Elicitation techniques, UAT
* Experienced SDLC models like Waterfall and Agile scrum

**Educational Qualification:**

* MBA (Marketing & HR) from CIMS, ICFAI University in year 2010
* B-tech (EEE) from SWEC, JNTU, Hyderabad in year 2008

**Skill Set:**

* MS Office: MS Word, MS PowerPoint, MS Excel, MS Visio
* Prototyping Tools: Balsamiq 2.0. , Axure RP Pro 7.0
* Modeling Language: UML 2.0.
* Database: SQL

**Certifications:**

* IT Business Analyst Training from IIBA, EEP(Endorsed Education Provider)

**Work experience 1: Techmagix IT Solutions, Hyderabad**

Working as Business Analyst

*Job Profile:*

* Availed good knowledge in Agile Methodology and Techniques – creating, maintaining User stories, Sprint sheets, Burn-down charts, Business Requirement Document, Use case documents, RTM, UML
* Created Epics and User stories in JIRA with story point and prioritization as discussed in the Backlog refinement meeting
* Facilitated the Interview, Brainstorming, Survey for requirement gathering to understand the “As-Is” process and get clarity on the “To- Be” product
* Facilitated Daily scrum meetings and Sprint planning meetings and Review & Retrospective meetings, Elicitation techniques, UAT
* Exposure to SDLC models like Waterfall and Agile scrum
* Hands on with JIRA, Balsamiq, Lucid Chart, SQL, Axure, Tableau
* Handled the Change request from the client
* Involved in UAT, preparation of User manuals and User training
* Modelling with Use case Diagrams and Activity diagrams

Project 1: Dealer Management software

Description: This Software is used by Dealers to keep a track of their day- to day activities. The process starts from tracking the vehicle from the manufacturer’s warehouse to hand over to the customers and post sales services

Project 2: Instant Messaging Office Chat

Description: This software was designed for employee communication purpose. It provides easy communication among employees who are working from various geographical locations. They can also share files, share screens and create groups, Broadcast Corporate News and more

Project 3: Issue tracking system

Description: In order to keep a track of the Issues raised by customer client has come up with the idea of this software. The client makes sure that the Issue is resolved within time limit and reduce customer churning up with the help of SLA’s

**Work experience 2: Zeta (Directi), Hyderabad**

Worked as Associate Director, Enterprise Sales

*Job Profile:*

* Thorough mapping of potential clients and effectively prioritizing them and then charting the strategy/approach
* Building strong interpersonal relationships with key client decision-makers (CXO’s)
* Making effective presentations based on the identified business and functional needs of the prospects with Product Demo, Presentation and handling negotiations effectively
* Conduct account specific research on key accounts
* Manage complex situations in acquiring new clients and up-sell / cross-sell to existing ones
* Liaison between Technical team and Clients for POC’s, requirement clarification and other technical queries
* Training Business Users, helping On-Boarding team with User Sign-ups and queries

**Work experience 3: Whishworks IT Consulting, Hyderabad**

Worked as Account Development Representative

*Job Profile:*

* Lead generation, cold calling, sending proposals, social media and email marketing
* Coordinating with the client and the technical team for POC’s and technical queries for MuleSoft Anypoint Platform software license
* Provide technical information about the software and comparative analysis to clients
* To map potential sectors, identify decision makers within targeted region, process and be able to tailor products pitch according to their specifications
* Interact regularly with the client to ensure a committed and partnership-based relationship
* Responsible for bringing new clients on board and building a strong pipeline in APAC region

**Work experience 4: Phonologies India Private Limited, Hyderabad**

Worked as Business Consultant

*Job Profile:*

* Email Marketing to OEM the products in the US market
* Lead generation, sending proposals and meeting the clients for the hosting service
* Creating the webpage based on the customers’ requirements for the hosting service
* Liaison between the client and technical team for technical queries, campaigns
* Lead generation for SmartM care platform through the social media and email marketing

**Work experience 5: Sint Mobile, Hyderabad**

Worked as a Marketing Executive and Support HR

*Job Profile:*

* Lead generation for Hyderabad market by either cold calls or direct walk-in
* Handling MIS includes data cleaning up, data filtering for the campaigns, generating delivery reports and running the Campaigns, Preparing Power point presentation
* Making cold calls & fixing appointments with new clients across India
* Manage Social media profiles of the company

**Work experience 6: Aster Teleservices Private Limited, Hyderabad**

Worked as Marketing team member in International Business & Operations division

*Job profile:*

* Lead generations in Telecom segment- Africa & Asia region
* Business opportunities finding through Indian Embassies- Africa
* Market data study / analysis, marketing data tracking & follow-up
* Co-ordination of project execution, Shipment/Execution tracking

**PERSONAL DETAILS:**

 Father’s Name: Ashok Kumar Singh

 Date of Birth**:** 13-06-1986

 Nationality: Indian

 Languages Known: English, Hindi and Telugu

 Address: H.NO: 12-2-563/65, Flat No 202, Gudimalkapur,

 Mehdipatnam, Hyderabad – 500034

With all this information I put forward my credentials for your perusal.

Thanking you,

**RASHMI THAKUR**