

**Neerav Lingam**  
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***Business analyst with over 7 years industry experience in supporting, designing and driving business solution software and analyzing business operations.  
Aiming to utilize my strong prioritization skills and analytical ability to achieve the goals of your company.***

## HIGHLIGHTS OF QUALIFICATIONS

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- ❖ Over 7 years' expertise in defining business solutions in an IT environment - working with business owners and IT development staff.
- ❖ GAQM Certified Professional Business Analyst, Year 2018: **Certification No- 95590**
- ❖ Certified Tricentis **Automation Test Specialist-1** and **Automation Test Specialist-2**.
- ❖ Create exceptional business/functional requirements documents using cases and test plans from product definitions.
- ❖ Excel in project leadership roles – managing/coordinating complex projects involving enhancements to existing product platforms
- ❖ Strong listening and interpretative skills for facilitating understanding of issues and solution designs
- ❖ In depth knowledge of SDLC.

### Areas of Expertise

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|------------------------------------|--------------------|
| • Business Analysis                | • Risk Assessment  |
| • Data Analytics                   | • Training/Support |
| • Product Management/Multi-Tasking | • Product Demo     |
| • Coordination/Team Management     | • Impact Analysis  |

## WORK EXPERIENCE

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### **Boston Harbor Consulting | Senior Associate Business Analyst | SAP CPQ (Nov 2020 – Present):**

- ❖ Gather functional and non-functional requirements and draft user stories using the Agile/Scrum methodology.
- ❖ Be the liaison between the business units, technology teams, and support teams.
- ❖ Ability to model the databases of the different applications into a schema model outlining the database tables and their relations.
- ❖ Define and articulate product features, configuration, specifications, and user stories.
- ❖ Ability to draw integration diagrams outlining the system interactions via message structures.
- ❖ Report on key insights, findings, technical issues and make recommendations.
- ❖ Be able to work flexible hours due to the location of customers and teams globally.
- ❖ Participate in user acceptance, deployment, and post-implementation support.
- ❖ Learn the client's business as a subject matter expert.
- ❖ Develop an understanding of the features, capabilities, and limitations of SAP CPQ.
- ❖ Identify and track customer pain-points, and gaps between business process requirements and systems capabilities.
- ❖ Communicate with senior management regarding project progress in writing and daily meetings.
- ❖ Worked as Scrum Master when needed and handle project teams.

**Team Lease | Deloitte | Contractor – Senior Business Analyst (Data Visualization & Analytics) (Oct 2018- Nov 2020):**

- ❖ A key team member on a large-scale implementation of Deloitte's **Technology Operating Model** process across Deloitte Member firms.
- ❖ Composed deliverables such as Technical Implementation documents which are used by both, internal and external stakeholders for various applications in **Data Analytics & SAP Reporting**.
- ❖ Have successfully implemented VSTS in SAP Reporting and Core Finance space using Agile methodologies.
- ❖ Have handled end to end requirements elicitation (Includes Data Integration & Portal Requirements) in BW to HANA migration project.
- ❖ Have performed Data Validation in AO workbooks during SAP BW to HANA migration.
- ❖ Analyzed existing requirements with end user and documented them for **Web Intelligence**.
- ❖ Created complex crystal reports including sub-reports, Graphical reports, formula based and well formatted reports according to user requirement.
- ❖ My responsibilities include executing various tasks in accordance with the project plan such as gathering requirements for NFR's (Non- Functional Requirements) and PMT's (Performance Engineering Request) during project deployment cycles.
- ❖ Designed wireframes for multiple applications.
- ❖ Execute Functional testing, System testing & Regression testing.
- ❖ Perform assessments on Defects, Change requests, Enhancements & Usability issues.

**Dynamatix | Compliance & Performance Management – Business Analyst (Jan 2016-Oct 2018):**

I've worked in a dynamic FinTech/ RegTech business which focuses on solutions that help organizations in enhancing financial performance and maintain effective risk management culture & process and evidence compliance.

**Responsibilities:**

- ❖ Gather, analyze, and document business requirements and develop Business Requirement Documents.
- ❖ Identify, define, and implement periodical enhancements in the product to ensure overall product and performance improvements.
- ❖ Understand business requirements from the customer/client and further prepare robust functional and technical designs.
- ❖ Design wireframes, mock-ups and UI concepts using moqups application.
- ❖ Coordinate with cross• teams about dependencies and ensure the product quality and timely delivery.
- ❖ Review the solution design to ensure it full fills all the requirements.
- ❖ Document sales pitch documents.
- ❖ Demo software tools to clients.
- ❖ Engage with quality assurance professionals to ensure they understand the business context for the technical requirements.
- ❖ Execute Functional testing, System testing & Regression testing.
- ❖ Keep track of software defects & requirements and report them to software developers.
- ❖ Apply extremely light and efficient agile methodologies.
- ❖ Design software development workflows in Jira for software team to plan and distribute tasks, prioritize tasks, and keep track of team's work.
- ❖ Perform assessments on Defects, Change requests, Enhancements & Usability issues.
- ❖ Work with regional training coordinators and ensure all training is completed on time.
- ❖ Provide support to clients on software tools.

## **Quality Assurance Analyst -Yellow Thursday (Nov 2014-Nov 2015)**

### **Responsibilities:**

- ❖ Plan test schedules or strategies in accordance to project scope or delivery dates.
- ❖ Write detailed test cases and execute the test cases.
- ❖ Execute Functional testing, System testing & Regression testing.
- ❖ Document software defects using bug tracking system and report defects to software developers.

### **EDUCATION**

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#### **Andhra University**

Bachelor's in Computer Science, Year 2013  
CGPA- 6.6

#### **Andhra University**

Master's in Information Technology, Year 2014  
CGPA – 8.3

### **SKILLS**

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- ❖ Proficient in Microsoft office (Word, Excel, Outlook, PowerPoint)
- ❖ Wix (cloud-based web development platform)
- ❖ Movavi
- ❖ JIRA (Issue & project tracking software), VSTS (Azure DevOps)
- ❖ Design Tools – Wireframe Pro, Moqups, Visio and Adobe XD

### **PERSONAL DETAILS**

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Date of Birth: 04/11/1991

Nationality: Indian

Passport Details: M3427799

### **SIGNIFICANT ACHIEVEMENTS**

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- ❖ Have successfully achieved setting up client base with four compliance companies present in two different locations by giving them demos of the software tool, providing training, training material, requirement elicitation, and constant support
- ❖ Have successfully played a part in execution of multiple applications to project deployment cycles by gathering initial requirements from stakeholders.



