

# PAYAL SINGH

Sr.Business Analyst



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## Professional Summary

- 6+ years of demonstrated career in Business Analysis, Team Management & Domain Knowledge Expertise- Siebel CRM, Automotive and Data and Insight
- Proficiency in Business Analysis, Requirement Gathering, Solution and Execution
- Keen planner, strategist and implementer with demonstrated success in end-to-end management of various resources to meet specifications
- Strong problem-solving skills coupled with confident decision making for enabling effective solutions leading to customer satisfaction.



## Academics

<b>2018-2021(Pursuing)</b>	Jamnalal Bajaj Institute Of Management Studies (Marketing)
<b>2013</b>	Mumbai University (B.Sc.I.T)
<b>2010</b>	Maharashtra Board (H.S.C)
<b>2008</b>	Maharashtra Board (S.S.C)



## Skills

- Effective communicator
- Team player
- Problem Solver
- Executioner
- Collaborator
- Innovator



## Languages

English, Hindi, Marathi



## Achievements

### TATA Technology

- 2018** Champion Award
- 2018** Best Team
- 2017** Champion of the month
- 2017** Star Performer

### Capgemini

- 2020** Super Team Award
- 2020** Silver Star Learnathon Award



## Certification

- Diploma in **Software Testing**
- **TBEM**-Tata Technologies
- **PMP**-Tata Technologies(Internal)
- **Agile**-Scrum Cash Course
- **Software Processes and Agile Practices** Course Certificate from Coursera



## Professional Experience

### Capgemini

(November 2019 – Present)

#### Sr. Business Analyst-Data & Insight

- Capgemini's 890 is a cataloged platform that provides organizations access to a wide range of solutions including analytical, AI, and more.
- Acts as an interface between IT and Business
- Unearth the root cause of a client pain points validating a software solution or transformation solution
- Provide expertise in the area of business case development.
- Orchestrate the collaboration between Product Owner, Development & tester removing roadblocks, and facilitating communication.
- The re-engineered business process to improve customer experience
- Proactively anticipate/identify issue and control deficiencies
- Ensuring that all activities and deliverables associated with the project are coordinated and completed on time coordinating with other teams, delivering and implementing the project as per scheduled deadlines
- Working closely with all departments to ensure the works effectively for all aspects of the company.
- Monitor and maximize customer lifetime value strategies ensuring maximum profitability
- Prepare user manual and training documents for internal and external use

### TATA Technologies Ltd.

(May 2014 – Nov 2019)

#### Business Analyst-Siebel CRM

- Handle application development for **CRM** and **DMS** application in the areas of Sales, Service, Spares Part management, Loyalty and Contact Center
- Acts as a interface between business units and technology teams
- Understand the business process and ability to negotiate and document business requirements with business users.
- Identify and capture business rules, business processes, functional logic, and flow diagrams.
- Understands and is competent in a full range of techniques for eliciting business requirements, and the demonstrates ability to select and utilize the most effective approach for each requirements gathering assignment.
- Liaised with the client for requirement gathering, effort sharing, and developed implementation roadmaps
- Documenting business processes using standard business process and data flow diagrams should have the ability to differentiate between functional and non-functional requirements
- Prepares written Business Requirements Document (BRD), functional specs, and process models that conform to department standards that encompass regulatory, business, user, functional and non-functional requirements as appropriate, Experience facilitating the development and documentation of use cases.
- Translates business requirements into technical requirements used for driving technical improvements, enhancements, or creation of new applications.



## Professional Experience

- Identifies process strengths and weaknesses research and recommends areas of improvement for overall productivity and efficiency.
- Validate requirements with appropriate stakeholder groups to ensure accuracy of documentation
- Coordinate with Technical/Test teams for implementation of the solution.
- Designed and implemented end-to-end solutions for various business processes in the areas of Emergency Break-down, TATA Alert, Athena, Complaint Management, Post Sales Feedback, and Post Service Feedback.
- UI design for portal called as Key Account Management and State Transport Unit
- Mobile APP integration–TMSC(Tata Motors Service Connect)
- ITIL processes managed in BMC Remedy tool for Incident Management and Change Management
- Managing UAT cycle to ensure quality product to our client.
- Prepare elaborative training manual needs to be provide to the end users of the application
- Basic knowledge on Salesforce