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ACADEMIC DETAILS :

Year(s)	Qualification	Board/University	College/Institute	Percentage
2019	B.Tech(E.I.E.)	AKTU	Galgotia's College of Engineering and Technology	65%
2014	Senior Secondary	CBSE	Sunbeam School,Lahartara	85.2%
2012	Secondary	ICSE	St.John's School, Marahauli	83.4%

Career Objective

Apply my knowledge of business processes and analysis to successfully solve business problems.Build on my technical skills and incorporate my business analysis training to streamline business processes and to ensure that they are aligned with the business goals of the organisation.

WORK EXPERIENCES :

INTERNSHIP

Tech Cure Solutions Pvt. Ltd., NOIDA: 4 Weeks (June 2018)

- Intern in **Research & Development Department.**
- **Project Undertaken: Home Automation System**

WORK EXPERIENCE-

TATA Consultancy Services (TCS), Bangalore: 1year 2 months (August 2019 - Present)

- **Business Operations-** Handling Quality, Finance, Resourcing, Excellence in delivery in a project of 2400+ associates. Managing multiple Line Of Business and ensuring the SLA are met for multiple SOWs.
- **Finance-** Handled billing for the account (2400+ associates) , Devised methods to reduce billing leakage to ZERO. Negotiated increased billing rates with client for associates with higher competencies, which resulted in increased revenue.
- **Agile (Enterprise)-** Planned and executed multiple action items and changes in the delivery model to convert projects from ITIL to Agile methodology. Lead SCRUM teams and transitioned Team of 750+ associate to transition to AGILE way of working.
- **Talent Development-** Designed the Digital reformation model for the project. Helped multiple projects to achieve Digital competency in technologies like AI, Cloud, ML, DevOps. Further Planned out cross skilling of associates. To achieve SLA with limited resources during hiring freeze due to COIVD. Created Process Improvements which brought in more business.
- **Future Resourcing Plan-** Devised a future resourcing model based on historical and attrition records. This helped to identify areas where the projects would need hiring and helped them create a future plan so no SLAs are missed.
- **Customer Interaction-** Worked closely with European customer to ensure GDPR regulations are met within the Project. Designed a full day Induction program specifically curated around GDPR regulations and customer's company as a whole.
- **Contract Handling -** Worked closely with clients on creation and amendment of Contracts (both Euro & INR). Assured contract retention and renewal by providing multiple Process Improvements.
- **Business Continuity Team (During COVID) -** Lead the Business Continuity Team to plan and transition the entire workforce of 2400+ associates to Work Form Home during COVID. Ensured Business As Usual is maintained

OWN VENTURES

- **Founder at Banaras Botanical Nursery**
Conceptualised and Started a Nursery and Gardening services company while working from home due to COVID. Generated profits of more than 2L within the first two month. Employed 4 people who lost their daily wage job due to COVID. Currently in the process of scaling the business and turning it to an Internet Marketplace for buying plants and gardening related stuff plus providing gardening services on daily, weekly or monthly subscription based plan.
- **Founder at Code Factory.**
Conceptualised and Founded a web-based startup which deals with coding languages related tutorial videos, e-books, and projects for college students. Single handedly ran all the operations for 1 year with profitable margins.
- **Founder at Rebel Heart.**
Conceptualised and Founded a startup at school level which dealt with apparel and fabric customisation. Single handedly ran all the operations for 2 years during school time and generated good margins.

ACHIEVEMENTS :

- Secured **3rd position** in **IEEE model making competition** on the topic Sustainable energy held at DTU.
- Successfully **conducted** Technical fest **Metacognition** at college level.
- **Designed and organised** technical event **Electroquiz** at college's technical fest **Metacognition**.
- Planned, Managed & conducted the **Info-Security Fest** in **TCS** for an account with 2500+ associates.
- Lead Business Continuity Team to transition 2400+ associates into Work From Home mode during COVID, while maintaining BAU.