Anup Kumar

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**Full Time as Business Analyst**

* Willingness to jump into projects and situations with ambiguous details in multiple domains
* Understanding key business issues and challenges of client's organization and industry
* Identifies client organization’s strengths and weaknesses and suggests areas of improvement
* Open minded, flexible and willing to adapt to changing situations
* Able to think out of box and suggest solutions for customer requirement

**Scholastic Certifications**

* Working with the team on expert research and deliver innovative and original insights.
* Certified Salesforce.com Administrator (ADM 201)- 2021
* CCNA certified – 2017
* NOKIA PTID certified- 2016
* Project Management from IIT-Delhi - 2013

**Skills**

* Knowledge of **Salesforce.**
* Experience in working in an **Agile Scrum** environment with ability to breakdown requirements into epics, features and user stories
* Knowledge of **Agile Scrum tools**
* Knowledge of: **Waterfall Methodologies** and **Agile Methodologies**
* Clear understanding of **Software Development life cycle (SDLC)** and process oriented
* Documentation : **BRD, FRD, Workflow Diagrams, Use Cases, Wireframes, User Stories, User Acceptance Testing** (UAT) testing
* **Test Case Review**
* Client Demonstration
* Experience in client **gathering requirements**, proposing solutions until the requirement gets freeze
* Understand Agile practices (**daily scrum, iteration planning, retrospective, test driven**) and follow the same
* **Ms Office**: Ms Word, Ms PowerPoint and Ms Excel (v-lookup, pivot charts, graphs etc)
* Good Knowledge of **requirements elicitation, requirement documentation, use case definition** and other Business Analysis technique
* Ability to drive **requirement workshops** with stakeholders

**Work Experience**

# Business Analyst, Evolve Technologies (P) ltd., Pune, India September 2017 – Current

*Key Responsibilities*

* + Management of end-to-end [Salesforce.com](http://Salesforce.com/) CRM **Implementation projects**, involving **Business Process Review**, **Setup and Configuration** of the application as well as **User and Admin Level trainings**
  + Understand customer business needs in terms of their **Sales, Marketing, Support and Service Process**, thereby aligning the same towards their CRM Implementation objective
  + Coordinate/Interact with the **Application Development, Design and Testing** teams as per business requirements to ensure quality delivery
  + Design **Data Migration solutions** and perform **data de-duplication, cleaning and migration**
  + **Pre-sales activities** related to CRM Implementation projects including **Requirement Analysis, Scoping and Effort estimation, Prototype** development, solution design, responding to RFP and presenting solution to the prospective customers
  + Perform **AS-IS business process and IT system study**; generate new business through identification of business problems, **proposal and presentation** business solution/ process improvement to key stakeholders
  + Document **business and functional requirements**, TO-BE process flows and Customer Data Master definition and performing **data quality analysis**
  + Coordinate with **Application Development, Design and Testing** teams to ensure quality and timely delivery
  + **Taking care of Billing & PO.**

**Salesforce Projects**

# Asset Management & Tracking for Airtel

***Business Analyst*****Apr 2019 – Current**

* Worked as main POC for the entire project.
* Field level Asset & Inventory management system for to automate data capture, asset tracking & adding asset & inventory records.
* Leverage barcode technology & mobile computing for accuracy & control.
* It captures asset & inventory transactions through entire asset lifecycle from receipt at warehouse to field deployment through phases of return & repair, all the way to retirement & disposal.
* Responsible for requirements elicitation, gathering, analysis and documentation for system needs for Airtel Bihar & Jharkhand logistics team, Ericsson O&M team & Nokia deployment team.
* Facilitate meetings with clients to gather and document requirements and explore potential solution.
* Conducting discussions with clients & providing demos to clients
* Ability to create user stories , use cases , create conceptual prototypes and wireframes
* Understanding of Software Development life cycle (SDLC)
* Experience in User Acceptance Testing (UAT)
* Conducting stakeholder meetings with the project stakeholders as and when required
* Attend sprint planning meetings and work towards defining the sprint items along with the product stakeholders
* Attend weekly status meetings and effectively communicate the same to the concerned stakeholders
* Responsible for creating and maintaining all requirement and project related requirement documentation including BRDs, FRDs
* Change Management Methodology – proven delivery experience working in a project environment with different methodologies (including Agile/Waterfall)
* The ability to communicate to a variety of audiences across business function and level and tailor messages appropriately
* Requirements Gathering – the ability to produce structured functional specification, including experience of User Story
* Interacting with the technical team to ensure that the requirements are clear
* Ability to conduct Daily Scrum meetings within the group to get client updates and identify and assign Action Points driven agenda to individual group members coming out of these Daily Scrum meetings

# Support Portal, Nokia Sep 2017 – March 2019

***Jr. Business Analyst***

* Support portal is aimed for Nokia Customers, Partners and other Associates.
* Provides easy and secure access to solution and product documentation, downloadable software, project management tools, online entry and tracking of Help Desk cases, online ordering, e-learning and collaboration tools.
* Ability to define detailed acceptance criteria.
* Project planning and associated tasks: Maintain Project plan, Managed project task list, Managed risk logs, Facilitate meetings
* Present high quality reporting and project outputs that engage our customer and meet their business requirements and can be easily communicated across all levels
* Conducting stakeholder meetings with the project stakeholders as and when required
* Work with the Quality Assurance team to ensure complete coverage of listed out acceptance criteria
* Ensure issues are identified, tracked, reported on and resolved in a timely manner
* Attend sprint planning meetings and work towards defining the sprint items along with the product stakeholders
* Attend weekly status meetings and effectively communicate the same to the concerned stakeholders
* Helping in pre-sales process
* Prioritize requirements and create conceptual prototypes and wireframes
* Co-ordinate with development team for testing and implementations for various releases
* Hands-on experience in writing & reviewing Use Cases, Business Requirement Documents (BRD), Functional Requirement Documents (FRD) and tracking and managing  Requirement Traceability Matrix (RTM)
* Requirement analysis- Gap analysis

**Telecom Project Management**

* Coordinating with Customer (Bharti Airtel), Vendors and our various circles regarding Site issues.
* Customer interaction on daily basis for every event & provide solution for long term issue.
* Responsible for setting goals for circles to achieve weekly target & Monthly deployment plan as per AOP target.
* Support & motivate team members to achieve weekly & monthly target against total scope & managing all the resources as per requirement.
* Responsible for Planning, Scheduling and implementation (Project Database Management- Daily Progress Status Report, Project Plan, Daily Plan Vs Actual achievement report, Daily Dashboard, MoMs etc).
* Responsible for entire project acceptance from Customer &vendor side.
* Responsible for coordination for maintenance of Sites mainly based on BTS, Node B & LTE.
* Coordinating with internal team for installation, Integration, SCFT, Physical AT, Soft AT & On air.
* Coordinating for Integration and testing of 3G/LTE& Microwave sites.
* Knowledge of Commissioning & troubleshooting of Node B, LTE, Mc BSC & Mc RNC.
* Responsible for Quality Assurance for BTS, 3G, LTE and Microwave Sites.
* Crosscheck warehouse database of circle from central & verify against total supplied.
* Analyzing reason of Integration, SCFT & RFS pending gap against target.

**Executive Summary**

**Designation: Field Manager**

**At NOKIA**

**Client: Airtel, Bihar & Jharkhand**

**On Rolls of Evolve Technologies Pvt Ltd** September 2017 – Current

**On Rolls of Linkquest Telecom** August 2015 – August 2017

**Project Manager**

**At Quess Corp Ltd (Formerly IKYA),Patna**  August 2014 –January 2015

Client: Samsung, Bihar Electricity Board

**Sr. Project Manager** August 2013 –July 2014

**At Welkin Telecom Infra Pvt Ltd Sr. Project Manager, Patna**

Client: Nokia, Vodafone, Indus

**Project Manager**

**At Zep Infratech Ltd(Formely Digvijay Communications)** May 2007 –February 2013

**Patna, Lucknow, Ahmedabad**

Client: Nokia, Ericsson, Indus

**Project Trainee**

**At Teracom Ltd, Indore** June 2006 –April 2007

Client: Nokia, Ericsson

**Achievements**

* **Excellent feedback** on all SFDC Implementation.
* **Awarded** in Field Management for SDH Deployment from NOKIA for FY 2015-16.
* **Awarded** 1st Rank in Field Management for SDH Deployment from Airtel for FY 2015-16
* **Accredited** with Bright Spark Award in the year 2011-12 in Zep InfraTech.
* **Awarded** a certificate for Best Circle Project Manager in the year 2010-11.
* **Awarded** a certificate for Best Project on Quality terms in the year 2009-10.
* **Awarded** a certificate for Highest Overall Business in the year 2009-10

**Extra-Curricular Achievements**

* **1st Prize** at National Children Science Congress at district level.
* **Participation** at **National Children Science Congress** at National level.
* **Awarded** for Best Communication Skills and Accent at a cultural function in college

**Education**

# Sep 2001- June 2005, AKGEC, Ghaziabad, Uttar Pradesh Technical University, UP

* 4-year Bachelor in Electronics & Communication Stream, Aggregate 62%

# June 1999, Holy Cross School, Ballia, UP

* XII Std. ISC Board, Aggregate 78%

# June 1997, Holy Cross School, Ballia, UP

* X Std. ICSE Board, Aggregate 83%

**Personal Information**

* DOB : 20th Mar’1982
* Permanent Address : Village: Kashipur, Post & Distt: Ballia, Uttar Pradesh.- 277001
* Father’s Name : Mr. Gupteshwar Nath Thakur
* Marital Status : Married
* Children : 2 daughters
* Passport : Available