

PRAGYAT BHARDWAJ

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 R-7/182, Raj Nagar, Ghaziabad-201002

PROFESSIONAL SUMMARY

Sr. Consultant - Business Analyst skilled & Experienced with analyzing work flow process, requirements, business process to identify areas of enhancement, assessing business requirements & Implementing CRM business consulting solutions.

MBA from IBS Hyderabad (IT and Operations) and B-Tech (CSE) with more than 3.5 years of post-MBA experience in Business Analysis & Consulting.

SKILLS

- Business Process Modelling
- Requirement Elicitations
- Salesforce Consulting
- Stakeholder Management
- Wireframes
- UML
- Advance Documentation

CERTIFICATIONS

- Salesforce Certified Admin
- Certified Software Business Analyst from QBI
- Microsoft Certified Specialist in Excel
- Oracle Certified Java Programmer
- Certified Android application developer from NIIT

WORK HISTORY

Cognizant Technology Solutions - Sr. Consultant

Bengaluru, KA • 04/2018 - Current

Client: Duns & Bradstreet

Role: Business Analyst

- Responsible for requirement elicitation, identifying Context & business needs.
- Analyzing business process & identify business gaps
- Performing **Salesforce Administration - configuration**
- Responsible for managing stakeholder & clients for requirement gathering & workshops
- Creation of **Business Requirement documentation**
- Creating Mock up, Flowcharts & Business Process Modelling and Notation (**BPMN**).
- Preparing Mock ups through **Microsoft Visio** tool.
- Presenting Sandbox & Acceptance Demo

Client: Philips Innovation Campus- Netherland

Role: Business Analyst

- Responsible for end to end solution **implementation** from **requirement gathering** to final delivery.
- Conducting & performing **Agile-Scrum** Ceremonies
- Performing complete **salesforce administration- Configuration** - Creating & modifying page layouts, managing record types, workflows & process builder

EDUCATION

ITS Engineering College , Gr.
Noida
UP • 2015

Bachelor Of Technology:
Computer Science

IBS, Hyderabad
Telangana • 2017

MBA: IT & Operations

- Creating and managing overall Executable & Non-Executable **requirements** for Philips **documentation and validation process**
- Creation of **User stories, Functional Requirements, Design Specifications, Reviewing Operational Qualifications & Change Request Forms** etc.
- Creation & Management of **Requirement Traceability Matrix**
- Preparing and Presenting **Sandbox Demo, Acceptance Demo & user training sessions** for user stories delivered
- **Updating Dashboards & Creating Reports** from Agile tool such as **Rally & JIRA**
- Supporting & performing Pre-SIT/UAT process.
- Managing Production Support-incidents on **Service Now** after Go-Live
- Maintaining Stakeholder Collaboration

Client: AB InBev Brands (Anheuser-Busch) - HRMS
Role: Business Analyst

- Responsible for requirement elicitation, identifying Context & business needs.
- Creation of **user story & functional requirement** specification.
- Conducting frequent **workshops** with client for requirement gathering
- Performing complete **salesforce administration- Configuration** - Creating & modifying page layouts, managing record types, workflows & process builder
- Managing Agile tool such as **VSTS-Azure & rally**
- Conducting and Presenting **Sandbox as well Acceptance** demo.
- **Validating** System requirements & various **test scripts**

Excelsoft Technologies Pvt. Ltd. - Business Analyst
Noida, UP • 08/2017 - 03/2018

- Consulting E-Learning technology, standards & IT business Process.
- Preparing **BRD, FRS, User story**, Proposal for RFP & Technical documents
- Managing & performing stakeholder collaboration

- Responsible for **requirement gathering & sprint delivery**
- Conducting & managing **Agile - Scrum Ceremonies**
- Created effective **presentation for consulting.**