Poonam Nagpure

Business Analyst

Contact

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Professional Summary

Enthusiastic Business Analyst offering 4.6 years of IT industry success. Expert on business and systems requirements, user acceptance testing and end-user training. Accomplished at leveraging past lessons to inform future decision making with excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits.

Work History

2019-08 - 2020-01

Salesforce Business Analyst

Capgemini, Mumbai, Maharashtra

Project :- AEGIS Protective Services

- Wrote and maintained technical and functional specifications to document database intentions and requirements.
- Developed team communications and information for client meetings.
- Resolved Critical problems, improved operations and provided exceptional client support.
- Analyzed data, files, records and other documents to obtain business information and key data informing responses to development requests.
- Mapped current business and operational processes and recommended areas for improvement.
- Worked closely with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability and performance.

Skills

Portfolio Manager
●●●●○

Methodologies / Tools
●●●●○

Agile, Waterfall
●●●●○

Business Analyst
●●●●●

Customer Relationship Management
●●●●○

Documentation
●●●●●

Team building
●●●●●

Communications
●●●●●

Process improvement
●●●●●

- Implemented Custom CPQ model for smooth processing of Sales functions.
- Successfully integrated DocuSign after CPQ implementation.

Business Analyst

2018-08 - 2020-01

Capgemini India, Pune, Maharashtra

Project :- Bayer Business Services
- Assigned tasks to associates, staffed projects and updated all involved parties to enhance optimal business flow.
- Mapped process activities to identify shortfalls and propose options to rectify operational inefficiencies.
- Reviewed files, records and other documents to obtain business information and key data informing responses to development requests.
- Synthesized current business intelligence data to produce reports and polished presentations, highlighting findings and recommending changes.
- Conducted interviews with key business users to collect information on business processes and user requirements.
- Improved business direction by prioritizing customers and implementing changes based on collected feedback.
- Documented business processes and analyzed procedures to align with changing business needs.
- Assessed impact of current sales business processes on users and stakeholders and evaluated potential areas for improvement.
- Identified process inefficiencies through gap analysis and outlined sensible solutions.
- Worked closely with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability and performance.
- Created workflow diagrams and Gantt charts to clearly demonstrate processes and timelines.

Business Analyst

2018-04 - 2019-01

Capgemini, Mumbai, Maharashtra

Project :- Messtellen Dataie

- Modeled innovative solutions to respond to organizational needs.
- Mapped current business and operational processes and recommended areas for improvement in the chemical factories
- Diminished process gaps and encouraged optimal productivity by closely supervising workflow of claims analysts and mail clerks.
- Mapped process activities to identify shortfalls and propose options to rectify operational inefficiencies.
- Researched and resolved issues regarding integrity of data flow into databases.
- Created workflow diagrams and Gantt charts to clearly demonstrate processes and timelines.
- Improved the existing functions to deliver the maximum output by applying various approval methods and autoapproval rules in specific cases.

Domain Manager

2018-01 - 2019-01

Capgemini, Mumbai, Maharashtra

Project :- Domain Management

- Managed Domain as per the guidelines provided by the client
- Supported on 1st EST half
- Creation , Deletion, Transfer of domains as per client requirement
- Weekly Client updates and discussion for new scope and existing challenges
- Instructed junior team members on protocols and procedures to maximize contributions and creating self motivated environment
- Closely collaborated with project members to identify and quickly address problems.

2017-01 -
2019-04

Team Lead

Capgemini, Pune, Maharashtra

Project :- Internal Automation Drive
- Successfully conducted the Automation drive throughout the internal projects
- Documented procedures and business processes and shared information with appropriate stakeholders.
- Minimized resource and time losses by addressing employee or production issue directly and implementing timely solutions.
- Prepared detailed reports weekly on updates to project specifications, progress, identified conflicts and team activities.
- Instructed junior team members on protocols and procedures of each team to maximize contributions.
- Continuously monitored the Service for quality assurance according to strict guidelines.
- Minimized the MAnual hours by implementing RPA technologies to automate the existing process
- Improved IAM system by automating with help of UI PAth
- Presented business leaders with cost-benefit and return-on-investment estimations to drive project planning and execution.
- Developed flowcharts and diagrams to describe and lay out logical operational steps.

2016-01 -
2019-03

Project Coordinator

Capgemini India Pvt. Ltd, Mumbai, Maharashtra

Project :- iOS Roll out (Bayer)
- Drive iOS rollout successfully on IOS devices of client for three consecutive roll outs viz. IOS 9x, iOS 10, iOS11
- Prepared detailed reports on updates to project specifications, progress, identified conflicts and team activities.

- Tested troubleshooting methods, devised innovative solutions, and documented resolutions for inclusion in knowledge base for support team use.
- Tracked the project process for maximum output of successful rollout of Ios upgrades
- Document the Lessons learned and propose for new features and requirement of automation to increase the success time from usual.

Application Portfolio Manager

2015-08 - 2018-04

Capgemini, Mumbai, Maharashtra

Project:- Bayer Application Portfolio Management
- Project Planning and execution of the Upgrade process from start to end.
- Engaged in Client meetings and discussions to improvise the process by identifying the limitations and proposing the solutions.
- Providing training to application Managers for the necessary upgrade related information and Apps testing.
- Successfully completed the three consecutive upgrades with 100% success rate.
- Application Portfolio Management of Bayer's Application Repository (6000+ applications) and all portfolio activities were managed along with the lifecycle and application maintenance.
- Conferred with executives to advise and plan for short-term and long-term IT system upgrade needs.
- Closely collaborated with project members to identify and quickly address problems.
- Addressed technical issues and guided end users through resolution.
- Supported software integration and implemented maintenance enhancements to bolster product development cycle.
- Communicated technical development stages and provided design support to businesses and other stakeholders encouraging participation for

- on-time execution by proposing new system with new features.
- Communicated with clients to define business objectives and present individualized solutions.
- Conducted research to determine client needs and implemented product testing plans.

Education

2011-08 - 2015-05

Bachelor of Engineering: Computer Science

Ram Meghe Institute Of Technology And Research - Badnera Amravati

Accomplishments

- Certificate of Recognition as Performer of the Month Feb 2017 for outstanding performance and excellent Customer Communication.
- Received OTACE (On time and above client expectation) feedback as 4.13 in 2016
- Received OTACE feedback as 4.7 in 2017
- Appreciation received from SDM Germany for taking up the service and improving the quality and accuracy in deliverables.
- Well acquainted of working onsite with Clients.
- Successful business meetings to bring up two projects from Germany.

Certifications

2018-08

Certified ScrumMaster® (CSM®)