Urvashi Mishra
(Business Analyst 2)

Targeting assignments in Sales Operations/ Finance/ Business Analysis/Product Owner /Program Manager

Location Preference: Bengaluru /Canada/ US

Preferred Industry: IT, Software, Financial Institutions, Manufacturing

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Educational Qualification
2011 – 2013: B.Com Bachelor of commerce

Technical Skills

- **Hands-on experience on Oracle sales Cloud, Web Quote Tool, GSI. (Global Single Interface/Instance), CPQ (CPQ Configure Price Quoting) and DAS (Deal Approval System) approval system tools (Oracle Applications to prepare Quotations for buying products),OBIEE, OEMM, Oracle fusion.**

- **Hands on Experience in Oracle Fusion, CRM, Power BI, Salesforce, Mainframe , OBIEE.**

Achivements

- **Trained on Agile project management**
- **Trained on AWS solutions architect Associate – Cloud Computing**
- **Nominated for FY21- Team Lead and Project Manager Accreditation plan.**

Training & Certificate

- **Certified Six sigma green belt**
- **Certified scrum Product Owner**
- **Certified Oracle cloud infrastructure foundation 2020 certified associates**
- **Participating for Oracle cloud infrastructure 2020 solutions architect**

Languages

- **English** – Full Proficiency
- **Hindi** – Full Proficiency

Hobbies and Interests

- **Travelling**
- **Cooking**

Personal Details

- **Date of Birth:** 24 September 1992

Summary

- An ardent, solution driven **Business Analyst** with total **8+ years** of functional experience in analyzing and developing processes, coordinating and managing quality projects. Possess great Business Analyst skills with good knowledge on project management.

- Exposure in Business Intelligence Tools & Technology like **Power BI, Oracle BI, Oracle Fusion, Salesforce, OBIEE, Share Point, salesforce ,Scrum Master, Agile methodology, Project lifecycle**.

- Expertise in building & maintaining healthy business relations with clients and ensuring high customer satisfaction matrices by achieving delivery & service quality norms

Core Competencies

• **Data Cleaning and Preparation**	• **Dashboards and Reports**	• **Customer & Staff Relations**
• **Data Analysis and Exploration**	• **Domain Knowledge**	• **Research & Analysis**
• **Project Managemet**	• **Problem Solving**	• **Process Improvements**
• **Spredsheet**	• **Root Cause Analysis**	• **Change management**
• **Gap Analysis**	• **Commercial Strategy**	• **Business Analysis**

Professional Experience

March 2017 – Present *Business Analyst -2-Oracle India Pvt LTD/OSSI*

- Delivered detailed reports including clear spreadsheet data and other visuals.
- Assisting Portfolio directors in **Project Management**
- Arranged construction materials according to project needs.
- Resource allocation for **forecasting/pipeline** and commission.
- Approvals: Support till the deal is approved by the highest approves **Order/Provisioning**: Engage Order Management / Provisioning team on behalf of sales if the customer environment provisioned without any issues
- Prioritizing issues and handling Escalations to provide timely help and raising tickets to correct the ARR value of the Contract Engage technical team to resolve the system issue sales facing.
- Support Project Managers on their projects in PMW offline tool Support **Delivery Business**
- **Operations (DBO)** in Online Module where the projects are loaded Involved in **PMW** with every new release Monitor/Start/Stop Production, Stage, Test & Development server on daily basis and in contact
- Performed analysis & interpretation of huge data & reports in Excel
- Determined appropriate solutions and plans for client issues and services and forecasted future outcomes.
- Tracking the records of **ATD, ETC & EAC** revenue for projects
- Preparing & maintaining Adhoc report & request as per the business needs
- Working on documents like NB,WAR, PCR, as per project requirement.
- Responsible for extracting data from multiple sources and performing analysis of such data for quick decision making of senior management on various parameters of business
- Generate daily reports for implementation of market strategies, leading to growth in customer acquisition

June 2016– Dec 2016 *Transaction Process Analyst - Accenture India Pvt LTD*

- Consulted with customers to discuss market information.
- Exceeded customer satisfaction by finding creative solutions to problems.
- Coordinated transfer of security certificates to schedule delivery.

Nov 2013 – June 2016 *Finance Excutive -Bharti Airtel LTD*

- Reviewed vendor invoices and expense reports, identifying discrepancies.
- Processed monthly payments researched payment discrepancies and prepared monthly reports.
- Validation of Channel Partners and Performance Analysis for Western/Eastern Regions.
- Review of invoicing process with corrective measures if required.

Oct 2012 – Nov 2013 *Finance Excutive -M.Y. Consutancy*

- Verification and Solution to the Input requests **(Customer, Payment, Products)**
- Exceeded customer satisfaction by finding creative solutions to problems.
- Auditing (Dealers) and providing **Credit/Debit notes**