Shubham Gupta

Business Analyst

📞 +91 86993 21322   ✉ synicalsoul@gmail.com

SUMMARY

Dynamic and result-oriented Business Analyst adept at deploying analytical and database tools to scrutinize business operations across design multiple sectors & deliver client-centric solutions. Highly skilled in identifying and fulfilling client requirements within the framework of organizational work processes. Employs effective data analysis techniques to form a support system for decision-making by the senior management. Adept at preparing relevant reports to direct knowledge-transfer & ensure adherence to organizational processes. Proven track record in formulating process enhancements to deliver bottom-line profitability.

KEY SKILLS

• Robotic Process Automation • Requirement Gathering & Analysis • UI Path • Process Modelling
• Automation Anywhere • Product Ownership • Agile Scrum • Process Assessment • Case Studies
• Business Process Engineering & Advancement • Stakeholder Relationship Management • Technical Documentation
• Solution Implementation • Quality Assurance • Report Generation MIS

KEY SKILLS

• UI Path • Automation Anywhere • Bizagi Promapp • Visio • EPC • C++ • Microsoft Office • C • SQL • HTML • Tableau

PROFESSIONAL EXPERIENCE

Tech Mahindra   Aug '16 - Present

Business Analyst

Tech Mahindra Limited is an Indian multinational technology company, providing information technology and business process outsourcing services.

Key Achievements
- Received **Best Team Award** and appreciation for delivering the project with a **stringent timeline** for **BT**
- Appreciated for B&PS Digital Marketing Solution Migration Project
- Revered with SPOT - **Special Praise on Time** - from colleagues for being an excellent **team player** at the workplace
- Accumulated pat on the back appreciation periodically

Stakeholder Relationship Management & Technical Support
- Participating in formal and informal reviews with stakeholders and providing **technical perspective** and **support**
- Conveying **clients requirement** and feedback to the **internal QA team**
- Leading ongoing reviews and anticipating requirements, and uncovering **areas** for **improvement**

Customer Service Delivery & Requirement Gathering
- Corresponding with customers in order to understand **process changes**
  - Formulating ways to accommodate it in the existing product
- Gathering information from multiple sources and critically evaluating it and **reconciling conflicts**
  - Disseminating high-level information into details and distinguishing user requests from their true needs

Client Relationships & Process Improvements
- Creating the **technical vision** and analyzing **tradeoffs** between usability and performance needs by teaming up with **subject matter experts and** developers
- Organizing & monitoring **pre-implementation deliverables** and process improvement initiatives identified by the client

SELECTED PROJECTS

- *Business Analyst | KPN Netherlands*
- Identified process candidates for **automation**
- Defined automation **process maps**, rules, exceptions, and designed automation details
- Developed process design document (PDD) and test cases and maintained BOTS

- *Business Analyst | Greenstone Financial Services*
- Assessed process candidates for automation, conducted viability & feasibility analysis
- Defined automation process maps, rules, exceptions, and designed **automation details**
- Developed **process design** document (PDD) and **test cases**
- Coordinated with **GFS stakeholders** to understand exceptions, process, fields, and business rules
- Assisted developers during development and **testing cycles** to achieve desired outcomes

- *Business Analyst* | Boral Pick -Automation of Business Use Cases
- Identified the business requirements, **functional design,** and process design while working closely with the team
- Analyzed business processes, identified potential automation opportunities, and proposed a plan of **RPA strategy**
- Created the – PDD - Process Description Document - and SDD - **Solution Design Document -** in detail
- Checked the scalability of the **RPA client architecture** and provided the solution proposal
- Assisted the team by providing **insights** from the **documentations**
- Provided updates to **RPA stakeholders** and other team members during **project delivery**

- *Business Analyst | United Telecom Services – Process Re-Engineering project*
- Gathered & modeled various **business requirements** like provisioning, **service configuration**, activation, and change order fulfillment of copper and fixed broadband lines
- Ensured the completeness & coverage of all requirements - functional, non-functional, technical, and detailed data items
- Ascertained that **test outputs** matched the requirements
- Produced & ensured the quality of all **analysis outputs** such as detailed **data maps, business rules**, mapping rules, functional specifications, **interface specifications,** use cases, test cases etc.
- Scheduled analysis activity and milestones while working closely with the **Senior BA** and **PM**
- Liaised with Technology teams - IT systems, global and **business intelligence,** and senior business analyst
- Conducted **data migration mapping** between source and target systems

- *Business Analyst | British Telecommunication (B&PS) – Digital Marketing Solution Migration - Website Migration*
- Identified data sources and target systems
- Defined the import format and the **transformation process**

CERTIFICATIONS

- Level 1 - Foundation Training
- Level 1 - **Foundation Training**- revamped
- Level 2 - Orchestrator 2018.2 Training
- **UI Path Advanced Developer** Certified
- Business Analyst Training in UI Path
- **Automation Anywhere** Control Room Certification

EDUCATION

B.Tech (ECE)   Aug '12 - Jul '16

Punjab Technical University

K. Gujral Punjab Technical University Jalandhar (IKGPTU) is one of the leading state technical university developed under the aegis of government of Punjab.