

Deepa Patel

A multi-faceted professional accustomed to technical and managerial skill; targeting challenging and rewarding opportunities as **Product Owner/ Business Analysis** with an organization of high repute preferably in Hyderabad



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Profile Summary

- **Result-driven professional with over 13 years** of experience in **Business Analysis/ Project/ Program Development/ Product Management and People Management**; keen interest in the areas of **Product Owner** (product vision to user story definition & acceptance)
- **A dedicated analyst** with a flair for adapting quickly to transforming business environments and adopting pragmatic approach in improvising on solutions; experienced in business analysis entailing **As-Is / To-Be Analysis, mapping & finalizing requirements**, documenting functional specifications, determining business scenario and mapping them into solutions
- **Contributed as Product Owner** to manage variety of functions inclusive of requirement gathering from different stakeholders and analyzing & finalizing specifications
- **Excellence in product lifecycle activities** including Business Requirement Document (BRD), Software Requirements Specification (SRS/ FSD) Preparation, Design Management, Market Analysis, Issues Control & Resolution, Cost Management and other cross-functional activities
- Notable contribution in **structural redesigning of defect log process for the product**; successfully mapped the data for migration from old to new system
- Skilled in **TFS, SQL, Use-Case creation & functional flow diagram**; hands-on experience in **Microsoft Excel, Power-Point, Word** to convert raw data into meaningful presentations
- In-depth knowledge of **Agile Methodology SDLC, Estimation Techniques and Change Management** aspects
- Proficient in **Microsoft Visio & build complex** end-to-end workflows with high quality precision

Core Competencies

Business Analysis/ Product Owner

System Testing/ UAT

Project/ Program Management

Business Strategy & Implementation

Agile/ SDLC

Technical Consulting

Product Roadmap & Vision

Requirement Gathering & Analysis

Team Building & Leadership

Certifications

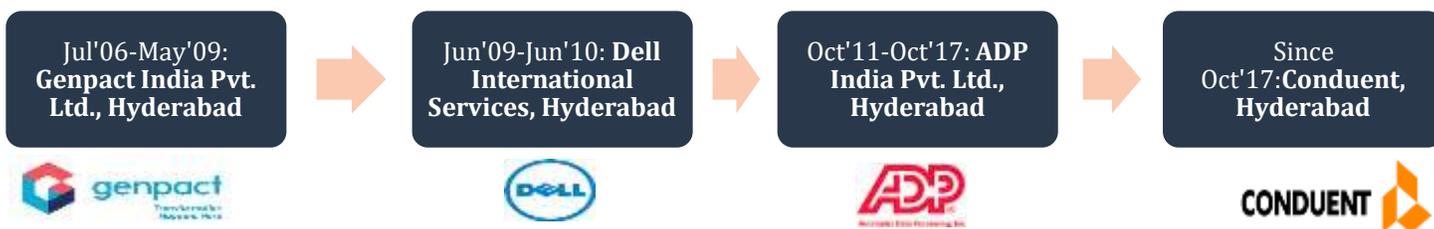
- ITIL® (Information Technology Infrastructure Library) - Foundation certified
- SSRS (SQL Server Reporting System)
- Certified Business Analyst
- CSPO
- Basic essentials of Power BI

Education



B.Com. from Genpact-Osmania University, Hyderabad

Career Timeline





Work Experience

Since Oct'17: Conduent, Hyderabad presently as Technology Business Analyst

Growth Path:

Oct'17-Oct'18 – Quality Analyst

Since Oct'18 -Present: Technology Business Analyst

Key Result Areas:

- Assessing different systems, conducting GAP, feasibility & risk analysis and proposing various profitable options & new systems for the business to senior management
- Interfacing with clients to gather business requirements; conducting system analysis and finalizing technical / functional specifications & high level design documents for the project
- Understanding business change needs, assessing the impact of those changes, capturing, analysing and documenting requirements and then supporting the communication, delivery of those requirements to testers
- Working closely with business managers and stakeholders to understand business issues and recommending solutions
- Providing input into developing and modifying systems to meet client needs and develop business specifications to support these modifications
- Managing use-case/user story creation, requirement documents, prototyping, story-boarding along with nonfunctional requirements
- Preparing Software Requirement Specifications, Business Requirements Document, Use Case Specifications, Functional Specifications, Systems Design Specification, Requirement Traceability Matrix and Testing Documents along with daily issue resolution sheet in all modules & generating daily progress report
- Assisting the operations teams in development, testing and in case of any requirement related issues; performing business review, defect tracking and providing UAT Support
- Analyzing existing reports to upgrade compatibility for new reporting system



Previous Experience

Oct'11-Oct'17: ADP India Private Limited, Hyderabad as Quality Analyst

Growth Path:

Oct'11-Dec'14: Sr. Customer Service Representative

Dec'14-Oct'17: Quality Analyst

Jun'09-Jun'10: Dell International Services, Hyderabad as Technical Support Analyst

Jul'06-May'09: Genpact India Pvt. Ltd., Hyderabad as Tech Support Analyst



Personal Details

Date of Birth: 7th October 1987

Languages Known: English, Hindi, Gujarati & Telugu

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