Ritesh Jain

Ahmedabd, India | riteshzjain@gmail.com | (+91) 9725509992 |
https://www.linkedin.com/in/riteshzjain | https://trailblazer.me/id/ritziee

PROFESSIONAL SUMMARY

Data-driven information management professional having more than 9+ year experience with expertise in translating business requirements into impactful products. Experienced with working as a lead developer in an Agile Methodology handling entire S/PDLC process from ideation to execution with a strong focus on Application and web-based projects. Competent in the cross-functional integration of different ERP's Modules like PP, SD, and MM etc. Currently seeking roles in project management where my techno-managerial skills can be leveraged to develop strategic solutions.

Synopsis

- Gathering and updating project materials, completing budgeting, forecasting, project documentation, business flows, and lessons learned documents.
- Scheduling and allocating work, providing advice and guidance, and resolving problems to meet technical performance and financial objectives.
- Coordinate all Scrum Ceremonies including Sprint Planning, Daily Standups, Sprint retrospectives, Sprint Demos, Story Grooming, and Release Planning.
- Coaching and mentoring other Scrum Masters on our program team. Partnering to ensure that our ways of working are consistent across teams.
- Assist in defining and deploying new product development processes and in facilitating the continuous improvement of existing processes.
- Analyzing different agile metrics.
- Liaising between developers and project stakeholders; fostering quality communication between engineering disciplines.

EDUCATION

University of Rajasthan, Engineering School	Jaipur, Rajasthan, India
Bachelor of Engineering in Information Technology	July 2009 – September 2009

SKILLS

. **Business and Key Skills –** Microsoft Office Suite (Word, Excel, and PowerPoint), Project Management, and User story development, Business analysis, Data Analysis Change management, and Risk Management, Agile and Waterfall frameworks, Software as a Service (SaaS), Product Management.

Tools– MySQL, Tableau, JIRA, Trello, Confluence, Balsamiq, Jira, MS Project Plan, MS Visio, Altova, tableau, Cucumber, TFS, Devops, SAP, JAMA ,Salesforce.

Domain Knowledge– Engineering, Constructions, Finance, Real Estates, and Transportation, Digital Communication.

Professional Strengths – Effective Communication, Teamwork, Creativity, Critical Thinking, Adaptability, Effective Time & Resource management.

WORK EXPERIENCE

GoalSeek Shared Services Pvt Ltd.	**Ahmedabad, Gujarat, IN**
Technical Consultant	September 2019 – Present

- Evaluated project requirements and specifications and developed software applications that surpassed client expectations.
- Contributed ideas and suggestions in team meetings and delivered updates on deadlines, designs and enhancements.
- Brought in new customers and retained base through proactive management of individual needs and development of robust Accounting solutions.
- Monitored and analyzed financial, statistical and operational data trends.
- Used Salesforce to create reports and recommended courses of action to upper management.

Pacifica Companies	**Ahmedabad, Gujarat, IN**
Business Analyst: Custom Software Development and Maintenance	August 2013 – August 2019

- Working as Consultant for Nebula companies as Project Manager.
- Implemented and enforced Scrum principles and practices, facilitated continuous improvement (CI), and identified and removed team impediments.
- Performed analysis of customer-centric data adjacent to the client's business growth. Created databases and workflows using SQL to consolidate unique offers for recipient profile, resulting in a **35%** reduction of time and effort of marketers
- Worked in an agile methodology as an analyst to collaborate with key stakeholders and strategized technical solutions using CRM tools thereby increasing the profit of the company **by 23%.**
- Translated business needs into an executable plan of action by creating user stories and test plans using JIRA, MS Excel, and Trello.

- Conducted user research and defined metrics to measure the success of the product, increasing customer experience by **10%.**
- Monitored and tracked project progress and performance against project plans, reporting status to project stakeholders through structured communication.
- Established and actively managed all project and key stakeholder expectations and relationships.
- Mentored five-person team by managing daily scrums, review and retrospective ceremonies throughout project's lifecycle.

Away Advantage Solutions   **Ahmedabad, Gujarat, IN**
Consultant/Analyst: (ERP/WEB)   August 2012 – July 2013
- Project Lead for simplified UI project - delivered a dramatically improved user experience resulting in immediate results with customer adoption.
- Responsible to create central data repository for dashboard metrics based on various systems data source to assist the business to forecast as well as identify the performance improvement opportunities.
- Gain a deep understanding of users and customers, identify and fill product gaps and generate new ideas that improve user experience
- Delivering solutions that meets quality standards and being receptive to feedback and direction from others.

Other Experience's
- Hindustan Door Oliver India limited as Assistant Engineer (Ahmedabad, Gujarat, IN, August 2010 – August 2012)
- Truviser , As Trainee Engineer (Bhilwara, Rajasthan, IN, August 2009 – August 2010)

Extra Skills & Certification
- Salesforce – Trailhead Ranger, Business Administration Specialist, Process Automation Specialist , App Customization Specialist, Security Specialist , Lightning Experience Reports & Dashboards Specialist
- Certified as SAP Certified Development Associate – ABAP with SAP Net Weaver 7.02 from SAP 2013
- Oracle Certified Professional from Oracle in 2012
- Certificate Program In Cyber Laws Grade **'A'** (SCDL)
- Successfully Completed more than 100 badges at salesforce trailhead with 5 Super badges

Awards and Recognition
- Certificate of Customer Excellence – Pacifica Companies, 2017, 2018
- Engineer of the Month Quality Processes – Hindustan Dorr Oliver, 2011
- Awarded as Top Learner during IBM Webathon [Develothon] 2010

Declaration: I hereby declare that the information given above is true to the best of my knowledge.
Place: Ahmedabad

- Ritesh Jain