KUMAR SOURAV CHOPDAR

BUSINESS ANALYST, PRODUCT MANAGEMENT

Personal Information

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📍 Bengaluru, India

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Technical Skills

- Software Development Life cycle and Agile Methodology
- Requirement Elicitation and implementation
- Understanding Requirements and Customer Interaction
- Product Design and Management
- Epic, Feature, Story, Acceptance Criteria
- Wireframe Models and Prototyping
- Business Documentations – FRDs and BRDs

Certifications

- Certified Scrum Product Owner (CSPO) by ScrumAlliance
- Lean Six Sigma Green Belt
- Certified Salesforce Admin

SUMMARY

Business Analyst with 4+ years of experience. I specialize in understanding the customer requirements and design the products and business systems to address it. I aim to deliver with quality and add value to the organization. Looking to leverage my knowledge and experience as a Business Analyst/Product Owner.

EXPERIENCE

Business Analyst, Product Management
Ceptes Software Private Limited, Bangalore, India / October 2018 – Present

- Handle Trackwise Digital (TWD) products for Sparta Systems.
- Own internal inhouse products of the organization.
- Facilitate and lead multiple cross functional Business stakeholder to implement solutions to the application.
- Collect and elicit requests and analyze and prioritize market requirements coming from Product Heads and communicate Software Requirements to the team.
- Develop detailed and crisp Software Requirement as Epics and User Stories.
- Creating mock-ups and process flow diagrams for the product behavior.
- Clarify features and requirements and explain to development teams.
- Ensure quality by evaluating results of iterations and either accept or reject results based on the acceptance criteria defined.
- Support effort estimations of development teams and analyze change request entries and prioritize with other product backlog items.
- Perform significant release activities of the system followed with demo and presentation.
- Define features and processes for new products creation.
- Create new products as a mininum viable product (MVP) and manage the complete product development cycle.
- Design and execute new application functionality, releases and enhancements.
- Analysing and Improving the Application Interface based on user experience.

Business Analyst, Product Management
Tech Mahindra, Hyderabad, India / May 2016 – September 2018
Client – GE (General Electric), United States (HQ)

General Electric Company (GE) is an American Multinational Conglomerate incorporated in New York and headquartered at Boston. Its Healthcare CRM system caters its customers using Salesforce CRM. The project with multiple business recreates the old system of GE on Salesforce updating the business model to give the best sales and service experience to GE's customers.

- Work closely with various stakeholders and align them with respect to the objective of the task assigned.
- SALESFORCE Service Max Implementation and transforming the existing legacy system of the client.
- Implementation of Case Management, Contract Management, Parts Order and Billing Engine.
- Understand the requirements of the stakeholders and prepare Business Requirement Documents, use cases, process models and supporting business rules thereby creating User stories for them.
- Drive and incorporate business needs/requirements into system requirements.
- Produce the Logical/Functional System Design (Detailing Business Information flow/process) for Business Solution agreed.
- Design and develop reports and dashboards for the clients.
- Improve performance by identifying and resolving the bottle-necks in the process.

Soft Skills

- Customer Obsessed
- Fluently Communicative
- Decision Maker
- Adaptive and Flexible
- Detail Oriented and Analytical
- High on Planning and Prioritisation
- Curious and Open to Learning

Softwares

- Salesforce CRM, Service Cloud
- JIRA, Confluence, Rally, BOX
- Wireframe
- MS-Office

My Interests

- Pursuing games and sports such as swimming, kick-boxing, kho-kho, kabaddi.
- Travelling and exploring new places – Expeditions and Trekking
- Writing on Random thoughts

Languages I know

- Hindi
- English
- Odia

Management Intern, Vedanta Limited

Jharsuguda, Odisha, India / May 2015 – July 2015

Optimisation of Transportation and its system for the Finished Goods movement in the plant where wastage of time can be minimised and efficiency of the process can be improved by eliminating the bottlenecks in the process.

- Improved the Transportation process through implementation of industry standards and methodologies such as Process Standardization and Lean Six Sigma, Why Why, Visual Management.
- Performed Root Cause Analysis to determine the bottlenecks hidden in the process.
- Defined Metrics and measures for various business processes and ensure process adherence.

EDUCATION

Birla Institute of Management Technology (BIMTECH)
PGDM in Operations, 2014 – 2016
CGPA: 7.15
Institute of Technical Education and Research, (ITER), Siksha O Anusandhan University, Odisha
B Tech in Mechanical Engineering, 2010 – 2014
CGPA : 7.37
Kendriya Vidyalaya
CBSE Standard 12th, 2010
Percentage: 78%

ACTIVITIES

- Received Pat-On-The-Back Award twice for successfully handling the documentations for 2 Releases at Tech Mahindra.
- Received Bravo Award for fulfilling the business requirements and delivery at Tech Mahindra.
- Client appreciation for successful delivery of multiple modules at Ceptes.
- Rajya Puraskar awardee in Bharat Scouts and Guides.
- Participated in Regional/State Level Kho-kho and Kabaddi.
- Student Coordinator and Organizing Committee Member for the Annual Management Fest-B'Mahotsav 2015 and 2016, handling the complete Logistics Support at BIMTECH.
- Organized intra college sports tournaments such as Cricket, Volleyball, Badminton and Table-Tennis as a member of Sports Conduit in BIMTECH.
- Contributing to social causes on multiple occasions by donating blood, teaching slum kids and creating awareness among the masses about maintaining good health.