

# ABHISHEK ACHARYA

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## Executive Summary

Proficient **Business Analyst / Product Owner (CSM®)** with exceptional record of delivering cost effective, high performance technology solutions to meet challenging business demands. Having experience as a business analyst in deployment of web-based, client –server application. Developing business processes and system solutions for **E-commerce, Location Intelligence, Map Service Application** for various projects from conceptualization to implementation. Strong analyzing and problem-solving skills, multitasking abilities with proven experience of utilizing people and process knowledge to assist enterprise in making critical decision.

- **5 years** + years of experience in Consulting, Requirement gathering, presenting proposals, Business Analysis, Business Process Modelling, Implementation in E-commerce, Telecom and Location platform.
- Excellent technical writing skills to create Business Requirement Documentation [BRD], Functional requirement Documentation [FRD] and Use case Specification
- Conduct market research on potential customers with pre-sales operations and customer onboarding.
- Excellent team player to work in conjunction with tester [QA], developers and other team members in validation and testing of complex project scenario
- Database integration experience worked on analyze data needs, identifying relational database and coordinating the modeling also well versed in requirement change/management and gap analysis.
- Acting as a liaison between the clients and technical teams throughout the software development life cycle (SDLC). Ensuring that the business requirements were clearly and unambiguously communicated to the IT team.
- Exploring new skills in **Cloud Computing** in AWS and Azure deployment and solution architect

## Core Competencies

### Business Analysis & Customer Relationship Management

- Conducting business/project requirement gathering, elicitation, analysis, process modeling, and implementation and testing.
- Writing functional specifications, scoping releases, managing development and release cycles, and coordinating releases with other departments such as Quality Assurance.
- Interpreting existing data and processes to assure customers that the proposed system will provide high performance with business information which is more accurate, timely and consistent.
- Delivering and implementing the project as per scheduled deadlines; extending post-implementation and maintenance support to the technical support team and client.
- Managing/ tracking multiple projects with respect to budgeted cost, and in adherence to set expectations and deadlines.
- Competent in numerous software applications; strong analytical and organizational skills; Quick learner, adept in learning new technologies; proven effectiveness working in cross teams/disciplines.

## Skill Highlights

- Cloud migration and deployment
- Pre-Sales & Customer Onboarding
- User Stories & Wire Frame
- SQL & Geo-server
- ITIL practitioner
- AWS and Azure integration
- Agile Methodologies
- IT Operations
- Project & Product Management
- Requirement Gathering and Analysis
- Data Analytics (Tableau)
- Solution Architecture
- Microsoft Office Tools
- Business Process Management
- Serverless Architecture
- Customer Relationship Management
- SDLC and URL diagrams
- Documentation

## Experience /Occupation Record

🚧 December 2017- Present – HERE Technologies – Mumbai as Process Engineer

🚧 **Project – Design and develop map making tools to combine indoor and outdoor maps functionality**

- Tools Design documentation, risk analysis, improvement of existing tools
- Customer requirement elicitation, client survey and analytics
- SDLC and FRD preparation

🚧 **APAC and EMEA CRM and Sales Operations**

- Business Studies for cross country market analysis
- Customer demo and onboarding
- Analytical and graphical analysis of Sales data
- Business Case, Client coordination and Sales strategies

🚧 **Significant Contributions**

- Data Analysis using Excel, Tableau.
- User Acceptance Testing
- Technical Support for tools and services

## + January 2017 – December 2017 - KGN Technologies - Ahmedabad as Business Analyst

### + Project - e-Commerce Portal to be integrated with ERP and Label-finder Concept in e-Commerce Portal

- Understanding and exploring the possibilities of order in E-commerce portal
- Making possible to integrate portal with retail ERP manage order process through back office
- Prepare detail design of the proposed solution based on the High- level design
- Interacting with various department Brodos with respect to the requirement of projects and change requests

### + Significant Contributions

- Well Coordinate with the technical and sales team to attain the objective and received appreciation
- Successfully performed User Acceptance Testing and supported project maintenance.

### + Project – Registration Process of the Retail Store to be Managed with ERP, and purchase and RFID Reader /Tags/Android Tablets.

- Understanding AS-IS requirement of registration and analyzing pain area/problems
- Define the role of Back office involved I the process
- Preparing documentation and user Interface after the analysis
- Interacting with various departments within Brodos with respect to the requirement of Projects and change requests
- Analyzing time tracking module of retail ERP and proposing hardware solution for the same.
- Performing research on hardware solution in the international B2B market and contacting manufactures
- Proposing best suitable hardware solution to the purchase department

### + Significant Contributions

- Successful timed implementation of the project
- Well-Coordinated with the technical and sales team to attain the objective and received appreciation
- Successfully performed User Accepting Testing and supported project maintenance.

### + Project - E- Commerce website for Major retail Store on Magento Frame work

- Developed and managed project plans while providing status updates to management.
- Conducted extensive testing and documentation for applications developed in-house.
- Gathered requirements, developed stories, and interfaced with developers to design and create innovative solutions to address complex business needs within Overseas clients
- Trained new users and colleagues on the system, processes, and tools.
- Identified "bottlenecks" and implemented new and improved processes and policies.
- Finding best solution for Complex user requirement of shipping method and Designing Look and Feel.

## + December 2015 – December 2016 - NASCENT Info technologies , Ahmedabad as Project Coordinator

### + Project – Web GIS Application for Urban Development Authority

- Development of Web based GIS application and mobile application for tax collection
- Preparing Requirement document with personal meeting with government officials
- Application development Flow , Project Milestone and System Architecture developed
- Resource Analysis , Risk Analysis and Gap Analysis to well prepare for probable dropdown areas
- User interface and Wire frame design for Mobile application
- Technical and user guidance of application to government officials.
- Agile and Scrum is used to solve problem in iterative manner for better and fast results.

### + Project - GIS Mapping Project for Canadian Firm

- Canadian State Government Project for GIS Mapping of all Oil line (Gas Line) on map with update data
- Complexity on high as project start from the scratch to Final touch
- Open source Software and Web services identification and Client communication
- Data Security and Data Integration with Data Management techniques
- Project report with time estimation and Price estimation
- Maps with details data integration and query-based data fetching technique which show on map with analysis and Comparison.

## Scholastics

Year Of Passing	Course
2016	Masters of Technology in Geomatics [CEPT university ,Ahmedabad]
2013	Bachelor Of Technology in Information Technology [LJIET , Ahmedabad]
2009	High School [12th] (Gujarat board)
2007	School [10 <sup>th</sup> ] (Gujarat Board)

## Achievement

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- **Certified Scrum Master**
- **AWS and Azure Cloud Certification (\*in Process)**
- Professional Mountaineer
- District level School cricket player
- Paper published on “Web GIS Application for Urban Development Authority” on ISG [Indian society of Geomatics] & ISRS[Indian Society of Remote Sensing] National Conference.
- Movie Script writer [Passion for Movies]

## Personal Dossier

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Date Of Birth	02/05/1992
Gender	Male
Spoken Languages	English[Fluent],Gujarati[Mother Tongue],Hindi[Fluent]
Current Location	Mumbai (India)

I hereby declares that above furnished details are factual and correct to the best of my knowledge

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