

# RAHUL CHANDREJ SINGH

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## PROFILE:

- Well know about requirement gathering, requirement analysis and documentation, monitoring development, testing, maintenance and support.
- Excellent technical writing skills to create Business Requirements Document (BRD), Functional Specifications Document (FSD), Nonfunctional Requirements Document, User Manual and Use Cases Specifications
- Comprehensive knowledge of and Solid experience of Agile and SCRUM methodologies
- Excellent business, communication, and presentation skills.
- Adept in Coordinating extensive communication networks by facilitating Joint Application Development (JAD) sessions, interviews, written correspondence, escalations, change requests (CR), oral presentations, to keep executive staff and team members apprised of goals and project status, and resolve relevant issues and conflicts
- Well versed in Requirements/Change Management, Impact Analysis and Gap Analysis
- Interviewed SMEs and Stakeholders to get a better understanding of client business processes and gather business requirements
- Experience in developing Scope/Vision Documentation, Project Plan, tracking Project Process, and managing resources to ensure successful delivery
- Experience in process modeling using UML (Use Cases, Sequence Diagrams, Activity Diagrams, etc.)
- Strong Analytical and Problem Solving skills, Multi-Tasking abilities, with proven experience in utilizing people and process knowledge to assist enterprises in making critical decision.
- Well versed with Project sign-off with UAT analysis performed on client's side platforms.
- Well versed with project Life-cycle

## TECHNICAL SKILLS:

- Modeling Tools : Draw.io, Microsoft Visio
- Modeling Techniques : Use Case Modeling, UML
- Methodologies : Agile (Scrum), SDLC (Waterfall)
- Database : SQL, MySQL
- Prototyping Tool : Indigo Studio
- Documentation : MS Word, MS Excel and MS Power Point

## EDUCATIONAL BACKGROUND:

- Bachelors of Engineering (Computer) from Mumbai University with 58.33%.
- H.S.C -12th from Maharashtra Board with 69.17%
- S. S.C -10th from Maharashtra Board with 63.67%

## **CERTIFICATION:**

**Advance Certified Business Analyst**  
(Business Analyst Training Institute)

## **PROFESSIONAL EXPERIENCE:**

**A) Synergy Technology Services Pvt. Ltd.**  
**Role - Business Analyst**

**Jan 2019 – Till Date**

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## **RESPONSIBILITIES:**

- Analyzing business processes, determining gaps with desired state of business and suggesting solutions
- Interacting with different stakeholders and understanding their Business needs
- Prepared Business requirement document (BRD) and SRS.
- Created UML Diagrams (Flow charts, Use Cases, Sequence Diagrams, Data flow diagrams etc)
- Created EPICS and user stories
- Handling the technical team and managing projects
- User Acceptance testing(UAT)
- Handling Change Requests (CR) and maintain related documents
- Holding regular meetings with development team explaining them requirements and also giving Customer Functional Demo's
- End to end involvement in entire SDLC process for all the phases ensuring seamless delivery

## **Projects:-**

### **1. Efleet**

It is a web app that captures all the data from client's application and generates bill for tyre based on PPU usage.

### **2. Rifle Association**

Web application to manage Competition, events and registration, renewal, payment work, have all the records centralized & automate the approval process

### **3. Bhaichara Portal**

Web portal for User generate content submission / display, Selling merchandise & Donation module was developed for leading Newspaper agency.

### **4. Society Management**

This application is web-based as well as desktop software for residential and commercial complex & housing society. A platform to track overall society activity with professional features like Auto billing, Accounting software for society, Auditing, Thought sharing and much more.

**RESPONSIBILITIES:**

- Analyzing business processes, determining gaps with desired state of business and suggesting solutions
- Interacting with different stakeholders and understanding their Business needs
- Prepared Business requirement document (BRD) and shared with client
- Prepared SRS for the technical team
- Created UML Diagrams (Flow charts, Use Cases, Sequence Diagrams, Data flow diagrams etc)
- Created EPICS and user stories
- Handling the technical team and managing projects
- Writing Test cases
- User Acceptance testing(UAT)
- Involved in Business Development activities that included capability assessment and presentations for clients in various industry segment
- Handling Change Requests (CR) and maintain related documents
- Holding regular meetings with development team explaining them requirements and also giving Customer Functional Demo's
- End to end involvement in entire SDLC process for all the phases ensuring seamless delivery

**Projects:-**

**1. KOSMOS**

It is an ERP tool that captures all the activities related to Medical Representatives (Field Representatives) can be captured.

Daily Call Report -It enabling you to manage and determine work done by its Field Representatives and Managers.

Monthly Tour Planning - It gives the management a clear view and gives an opportunity to keep a watch on the movement and proceedings of every field representatives (FR).

Institution Rate Contract -FR's can raise request for special rates for Tender , Rates are further approved based on hierarchy and amount.

Customer Relation Management - It entails all aspects of interaction that a company has with its customer, whether it is sales or service-related. Physician event and spend management for better visibility and control

Expense Reimbursements - In order to make the expenses of FR's (Field Representative) transparent,

Inventory Control – It eases specific demands of company that finds it hard to manage the bulk amount of samples and gifts and inventory of sales.

eDetailing - It is a special function provided by MR Reporting Software which assists the MR's in giving the demo.

Secondary Sales - MR's get there Primary Sales and Opening Stocks from the company and they are needed to just fill the closing stock on the given form.

## **2. Procurement Management System**

It assists the procurement department to get approved requirement request from users across the enterprise. The requirement requests are approved by the concerned authorities based on their approval limits. This helps in reducing the time period between a requirement arising and the approved requirement being received by the procurement department. It provides a transparent process to the users who have posted their requirements who would have visibility to all the vendors and the quotations submitted by them and also are able to track the status of each of their requirement request.

## **3. Employee Record Management System**

This application helps the Human Resource Department to keep track of employee records, employee mobility like joining, transfer, exits, manage reporting hierarchies and other basic HR functions.

**C) Saral Soft**  
**Role - Analyst**

**May 2013 - March 2015**

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### **RESPONSIBILITIES:**

- Implementation of Software
- Demonstration of new modules at clients place
- Requirement Gathering
- Gap Analysis
- Preparing Test Cases etc.
- Explaining the required flow with backend team
- Co-ordination with backend team for timely completion of project
- Co-ordination with client for data gathering
- Testing the Module before UAT to client
- Conducting User Acceptance Testing
- Attending & Resolving Functional Issues related to modules
- Training

### **Projects -**

#### **1. FFReporting**

Field Force working in the field can use this Software to submit the calls, manage account and contact information and monitor their coverage and help with his daily activity.

## **2. E-Travel**

This is web solution which provides a workflow for creating travel requests for prior approval. The travel desk then does the booking and lets the user know the status if the same.

## **3. Employee Expense Reimbursement System**

This solution facilitates employees to claim their expense vouchers, send them through an approval process and once approved enable their settlement & payment by accounts.

### **PERSONAL DETAILS**

- Date of Birth : 10<sup>th</sup> December 1989
- Languages Known : English, Hindi ,Marathi & Gujarati
- Marital Status : Single
- Nationality : Indian

**Place:** Mumbai

**Date:**

**(Rahul C. Singh)**