Vipen Goswami

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EXPERIENCE SUMMARY:-

Business Analyst with over 6.5+ years of experience in mapping client's business requirements and translating these requirements into functional specifications. Proficient in managing end-to-end development of projects from inception, requirement specs, planning, designing, implementation, erecting, documentation and closure. Proficient in Several phases of Software Development in Agile, Waterfall including Business Analysis, Product Analysis, Testing and Deployment. Proficient in Gap Analysis by understanding As-Is and Creating To-Be Process. Business Process Re-engineering.

OVERALL IT EXPERIENCE: 6.5+ YEARS

FUNCTIONAL SKILLS:-

- Agile/Waterfall Methodologies
- Building Dashboards, Defining KPI's
- Requirement Gathering & Documentation
- Project Documentation(FRS, SRS and Technical Documents)
- Business Process Analysis, Data Analysis and Data Cleaning.
- Wireframing and Prototyping
- Other Analytics tools like, Power BI, Tableau and M.S Excel etc.
- Process Map/Process flow

TOOLS & APPLICATIONS:-

- Project Management: MS Excel and Google sheets
- Requirement Management:- MS Word, Visio and Axure
- Data Visualization and Reporting:- MS Excel and Power BI
- DataBase Tools:- MySQL
- Dashboards:- Visualization using Tableau, Excel (Power Pivot) and Power BI.
- Axure RP and MS Visio

EDUCATION QUALIFICATION:

MBA (Marketing and Human resource management) from PIMR Bhopal

Bachelor of Engineering from R.G.T.U. University. (Electronics and communication Engineering)

Project Summary:

Project 1:- Sand Mining Management Portal

Brief:- Designed Mining transaction portal for excavation of sand for Mining Corporation of Madhya Pradesh. This portal provides effective management of Mines across the state.

Role: – Business Analyst

Activities Performed:-

- Designed the business process by understanding current system of sand excavation for effective management of Mines across the state.

- Used Agile, Scrum as standard to manage the project.

- Divided the project in 6 Sprints.

- Deployed after completion of 4 sprints for managing mining transactions as per governments order.

- Each Sprint has been released to Client after successful development, functional testing, Security testing of each build and UAT feedbacks (Sign-off) and bug fixes.

Project 2:- Case Management System (CMS)

Brief: - Digitization of manual process for managing cases by Comercial tax appellate tribunal. Implemented CMS for Commercial Tax department of Madhya Pradesh, for managing the cases and hearings.

Role: – Business Analyst

Activities Performed:-

- Designed the business process by understanding the offline process carried by departments and enabled the digitization of the process for the department.

- Designed wireframes for the application and got approval from department.

- Complete application has been deployed after development and different phases which includes, testing (Functional and Security), UAT feedback and bug fixes.

- Client communication, weekly meetings and getting sign-off from department on deliverables

Project 3:- Contact Centre Analytics

Brief: Built Inbound/Outboud Call centre dashboards to visualize the performane of Agents and by Customer.

Role: – Business Analyst

Activities Performed:-

- Performed analysis of their raw data and Identified KPI's and appropriate visulizations.

- Created a scatter plot which includes all the agents in floor and showing their performance basis their Avg Talk time, hold time and abandoned time.

- Identified outliers to monitor the performance/training issues of Agents.

- Successfully deployed three dashboard to Production in 6 weeks time frame.

Project 4:- Quality Management System

Brief: - Digization of Skill development program by I.T.I which incldes managing Councelling, Batch Creation, Employee management, Trainee Management, and Examination processes in Department of Skill development.

Role: – Business Analyst

Activities Performed:-

- Understanding of Manual process and activities performed by department.

- Done the gap analysis and understand the AS-IS process and based on that created the process for effective management of academic and training activities.

- Used Waterfall methodology to manage the development of the application. Deployed after the application after complete development of the application.

- Complete application has been deployed after development and different phases which includes, testing (Functional and Security), UAT feedback and bug fixes.

Project 5:- Spend Analytics Dashboard

Brief: - With implementation of Spend analytics allows an unparalleled opportunity for

Our client to minimize the indirect spend of their manufacturing centres. Analyzed the Expense pattern, visualized opportunities and minimized spend

Role: – Business Analyst

Activities Performed:-

- Understand raw data and uncover insights to help client in undetanding patterns in spend in different categories and demography.

- Build reports which shows spend based on categories, sub categories, suppliers and payment terms to uncover spending patterns.

- Used Waterfall methodology to manage the development of the application.

- Deployed the application on Production Server in 6 weeks with complete testing, UAT Feedback's and Bug fixes.

ORGANIZATION WORKED WITH:

➤ 06/2019 – 08/2020: Primeone Workforce Bhopal

  Designation: Business Analyst

➤ 08/2016 – 06/2019 Netlink Software Bhopal

  Designation: Business Analyst

➤ 09/2015 – 08/2016 Accenture Services Pvt Ltd

  Designation: Reporting Analyst

➤ 04/2013 – 04/2015 WSDM Bhopal

  Designation: Procurement Analyst