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| A close up of a sign  Description automatically generated1NARENDRA TIWARI SENIOR AGILE Business Analyst | LEAD Data AnalystPSM-I, PGPBAPune, Maharashtra, India+91- 8390933838  nsavarn  narendratiwari0621@gmail.com  |
| **Career Objective** |
| Determined individual accomplished with progressive experience in envisioning, representing & translating the product vision from the business area to software development by essaying various techno-functional roles for BFSI Clients using Waterfall & AGILE methodology through excellent analytics skills, business requirements elicitation, quality assurance, while servant leading agile software development teams, bringing energy, enthusiasm, & leadership to problem resolution & Solution Development is looking to obtain a challenging environment & a challenging role that encourages continuous learning, provides exposure, stimulates & recognizes personal & professional growth. |
| **PROFESSIONAL SUMMARY*** Multi-skilled, techno-functional, result-oriented, hybrid business analysis professional, offering 11 years of rich & qualitative IT experience in Banking & Financial Services & Insurance (BFSI) domain and nearly 6 years in business analysis, process optimization, data analysis & reporting, analytics, agile estimations, planning & implementation, data analytics (Python & R), quality analysis, product & customer support.
* Demystifying Agile with insightful knowledge of business process analysis, estimations and planning, process design, data analysis and data mining; led application-based process re-engineering, process automation, cost control & revenue maximization using cutting-edge technologies.
* Certified Scrum Master (PSM-I), AWS Solution-Architect, DB2, ITIL-v3 & ISTQB Foundation, with extensive experience in the design and implementation of Test Automation Frameworks and Jira Dashboard Reporting Solutions
* Good hands-on experience with DevOps Automation tools to maintain software configuration management (SCM) through version controlling tools (SCM, Perforce, Bitbucket) to create build release using Jenkins and application release automation deployment through UrbanCode Deploy and knowledge of AWS Cloud integration & deployment.
* Competent in data warehouse concepts (ETL - legacy systems, bigdata Hadoop environment, AWS implementation) and database querying languages like RDBMS (IBM DB2, MySQL, SQL), ORDBMS (Oracle Workbench), HDFS (Hive HQL)
* Domain exposures entail Core Banking, Digital Payments, Capital Markets, Digital Fraud Analytics, Auto Insurance, P&C Guidewire Insurance - PolicyCentre & ClaimCentre
* Specialized in delivering technical solutions, leading & facilitating meetings (daily scrum, sprint planning, sprint demo and retrospective) by creating communication channel with the cross-functional team (including Developers, Product owner, Stakeholder)
* Competent in QA Activities in all four levels of software testing (Unit, Integration, System, Acceptance), including development & implementation of use-case testing or user acceptance testing from test estimations, test strategy, test plan, test scenarios, test cases, test closure reports, to sign-offs.
* Presented demos, changes, events, risks & contingency plans, service quality, operations while collaborated with Project Managers to balance project resources, schedules & scope.
* Given an accolade 'Customer Delight', for being client centric for taking up additional responsibility of handling the Build and Release deployments for QA Environments across the Enterprise PolicyCenter Platform maximizing profits for the entire duration of the project (1620 man-hours & $145800 over 6 months).
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| **EMPLOYMENT HISTORY**TEMENOS, HYDERABAD SEPTEMBER 2020 - PRESENTDesignation: Business Analyst (L3 – Product Customizations)Product Owner/SME for Infinity Digital Banking Solutions. Wipro, pune July 2020 – SEPTEMBER 2020Designation: Lead Consultant* Senior Business Analyst for HSBC CIS

Capgemini India Pvt Ltd, PUNE AUGUST 2010 – april 2020Designation: Senior Consultant* Evolution de carrière chez Capgemini
	+ La Désignation: Senior Business Analyst << Consultant << Associate Consultant << Software Engineer
	+ Les Rôles: Senior Business Analyst<<Agile Business Analyst <<Data Analyst <<Tech Lead << Developer
* Chef D'oeuvre:
	+ Scrum Master:
		- Servant leader, who ensures keeping everyone at the same page, creating communication channel (team, Product owner, stakeholder) for the exchange of information between our product owner & all members of the team.
		- Facilitate meetings (daily scrum, sprint planning, sprint demo & retrospective) & manage project milestones.
		- Skills: Agile Methodologies, Scrum, Agile Artefacts, Agile Ceremonies, Backlog grooming, Retrospective Meetings, Conflict Management, Profit Maximization, Resourcing, User Story, Story Points, Jira Dashboard Reporting
	+ Business Analysis:
		- Excel at connecting with cross-functional teams, acquiring necessary & relevant information to inform & direct goal-oriented business solutions to meet organizational needs while managing projects throughout all phases.
		- Analyze business requirements & processes, further
		- Skills: Use Case, Technical Writing, Data Mapping, Business Process Optimization, Requirement Gathering, Elicitation, Gap Analysis, Reverse Engineering, JAD, BPMN, Flowcharts, Data Flow Diagrams
	+ Data Analysis:
		- Possess considerable experience doing number data churn, data manipulation & database management through data mining & data modeling.
		- Competent in data warehouse concepts, ETL, legacy transformations, bigdata Hadoop environment, AWS implementation through database querying languages.
		- Skills: RDBMS (IBM DB2, MySQL, SQL), ORDBMS (Oracle Workbench), HDFS (Hive HQL), YARN, Data Warehouse, ETL, Jupyter Notebook, Python
	+ DevOps Build & Deployment Automation:
		- Professional exposure to DevOps tools to maintain software configuration management (SCM) through version controlling tools (SCM, Perforce, Bitbucket) to create build release using Jenkins & application release automation deployment through UrbanCode Deploy.
	+ Quality Analysis:
		- Competent in Quality Analysis of Software solutions by conducting 5+ levels of testing including functional, regression, user acceptance, integration & performance.
		- Skills: Big Data Testing, Python Testing, Guidewire testing, Functional & Non-Functional testing, Jenkins
	+ Software Programming:
		- Started career as a Mainframes Software Developer.
		- Developed logical understanding by composing mainframe Programming codes using Cobol, Batch jobs using JCL, Scheduling using Control-M and DBMS using IMS-DB and DB2.
		- Skills: Mainframes, Cobol, JCL, DB2, AutoSys, File Manager, File Aid, Changeman, SPUFI, Xpeditor, VersionOne
	+ Framework:
		- Gained valuable knowledge of customer service, EDI standards, Risk Analysis, & Agile-Scrum project/product delivery KPI using Behavior Driven Development (BDD), Test Driven Development (TDD), Data-Driven Development (DDD) & Acceptance Test-Driven Development (ATDD).
	+ Dashboard & Reporting:
		- Jira
		- QlikSense
		- Tableau
	+ Created a game-changer personal dashboard to keep self-organized.

*A. General Activities - To-do tasks, In-progress, Milestone-dates, Outstanding-questions, Current issues, Awaiting response.**B. Specific Necessities - Jira number, UseCases for BRDs and UserStories for Team, Set-Up components, Functionality, FAQs, Lessons Learned.*e4e Business Solutions, BENGALURU MAY 2010 - JULY 2010Designation: Technical Support Representativei-Yogi Windows Vista B2B technical support for US Customers.e4e Business Solutions, BENGALURU MAY 2010 - JULY 2010Designation: Technical Support Representativei-Yogi Windows Vista B2B technical support for US Customers. |
| **PROJECTS**Scrum Masternovember 2019 – april 2020, Capgemini, HYDERABAD, INDIASYNCHRONY FINANCIALS – ANALYTICS & MONITORING PLATFORM FOR DIGITAL FRAUD* Scheduled & Maintained Scrum Ceremonies, Jira Dashboard Reporting, Resource Allocations, Facilitation & Ensured on-time delivery of Sprints.
* Organized Scrum ceremonies (Daily Scrum, Sprint Planning, Sprint Review, Sprint Retrospective, Backlog Refinement) & Agile adoption retrospective for the organization with the leadership & teams
* Produced Burn-down, Velocity, Cumulative Flow & Escaped Defect reports each sprint cycle, updated customers & senior leaders on progress & roadblocks.
* Operated under Kanban & Scrum frameworks with 3-week sprint cycle to organize & manage project tasks.
* Tracked productivity data of all associates on daily & monthly basis & presented the same to the management.
* Managed minimum of 2 projects each year while maintaining adherence to budget, schedule & scope.
* Developed full-fledged implementation plans, accounting for ROI, cost-benefit & other analyses.
* Conceptualized & utilized Agile metrics reporting systems to keep customers & management in loop with latest information.
* Compose & maintain User Stories in Jira & ensure allocations Sprint executions based on the Story Points.
* Ensure adherence to DOR (Definition of Ready) & DOD (Definition of Done)
* Keep a check on CICD pipeline & automated delivery & deployment.
* Collaborated cross-functionally with business teams to drive improvement strategies, execute tactics & provide support on business-impacting issues.
* *Skills: Bitbucket, Hive, Jira, Tableau, HQL, SQL, DB Visualizer, UrbanCode Deploy (UCD), TeamView, MS Notes, MS Teams*

Big Data LEAD QA consultant – digital fraud analyticsJanuary 2018 – november 2019, Capgemini, HYDERABAD, INDIASYNCHRONY FINANCIALS – ENterprise data lakE* Extracting Big data from Enterprise Data Lake to Hive Data Warehouses using HDFS in Beeline, validate data masking from Parquets by running Python/Spark jobs, verifying job status (Application Id) using Apache YARN UI logs for ensuring data implementation & transformation.
* Drafted Test Scenarios, Test Plans, Test Cases & Test Steps on Confluence ensuring complete Data Validations including checks for Duplicates, Nulls, Data Lengths, Min & Max Values along with check for business logic & functionality.
* Worked closely with Product Owner to document the complete Data Flow & Mapping Sheets & updating the relevant documents in TeamView & Jira User Stories, respectively.
* Also functioned as Scrum Master in his absence, responsible for encouraging the individual team members to attend the Iteration Planning session at the beginning of each iteration, understand the overall business scenario & eventually distribute the work based on the criticality vs. the experience level of individual resources to ensure timely delivery of assignments, user stories at the end of respective iterations.
* Responsible for a team comprising of 2 developers & 3 Big Data QAs & for Build & Release Deployments in QA Environment.
* *Skills: Bigdata Hadoop, Data Analytics, Apache Hive, Apache Yarn UI, Bitbucket, DB Visualizer, WinSCP, Jira, TFS, Confluence, Jenkins, Python, Spark*

Business Analyst – lead data analyst – digital paymentsSeptember 2015 – december 2017, Capgemini, pune, INDIArbs –w&G Transformation– telephony – digital payments* Conducting full lifecycle analysis, extrapolation & interpretation aptitude to question stakeholders, ability to compile data & find patterns for data visualization.
* Specialized at Requirement Life Cycle management through Data Flow Diagrams, Data Modelling, Process Modelling, Functional decomposition of the Use Cases to Scenarios & User Stories; prioritizing requirements through estimations, interviews & Risk analysis; tracking changes through impact analysis & resolution using Requirement Traceability matrices to finally get the Requirements & Designs approved.
* Understanding Business logic, data requirements & test scenarios, helpful in data mining to extract data from Legacy DB2 tables & transform them in SQL tables to meet the functional needs.
* Process Documentation for Test Data Management (TDM). Convincing the client about the possibilities & limitations of Test data creation & data mining in DB2 using SPUFI.
* Identifying Test Scenarios & writing Test Cases for Mainframe Batch execution & involved in execution of test scripts & writing customized JCLs.
* *Skills: Mainframes - DB2 File Manager, File Aid, Changeman, SPUFI, JCL, Xpeditor, QTP, VersionOne, MS Office Suite, Paintbrush*

business Data Analyst – Test Data ManagementJanuary 2014 – august 2015, Capgemini, PUNE, INDIAMORGAN STANLEY – CAPITAL MARKETs (Internal Platform QA-PM)* Understand the Needs & represent the requirements as SQL Queries to derive test data from the Test Environment.
* Ensure Build & Deployment in QA Environment, for the Testing team to proceed with the QA Activities.
* Tracked Bugs, Observations, Defects, & conduct Defect Triage Meetings.
* Responsible for Test Scenarios, Test Plan, Test Execution reviews, & Test Closure Reports
* Also responsible for Technical Documentation of the Process, created BRD, FRS & Requirement Traceability Matrices.
* Creating a mark on the introduction of Agile Scrum era, ensured success of most business-critical deliverables with minimal deviation from the project schedule ensuring minimal defect leakage, receiving accolades & appreciations from various hierarchies & stakeholders following the successful roll-out of this initiative in production.
* *Skills: SQL, Excel, Visio, TFS, VersionOne, QlikSense Reports, Jenkins, Chef, UrbanCode Deploy (UCD)*

Business Analyst – Guidewire ClaimCenter Insurancemay 2012 – december 2013, Capgemini, HYDERABAD, INDIAcna – guidewire claim centre – adobe forms upgrade* Organizing Scrum Ceremonies, Sprint management, drafting Use Case, defect tracking using Jira; Orchestrated smooth & effective flow of test data to support Business users in UAT.
* Achieved 20% success in automation by analyzing operations, data & system issues to identify discrepancies for troubleshooting & corrective action.
* Drafted use cases & flowcharts (Claim Centre Application Flow w.r.t. Claim Lifecycle) to describe & layout logical operational steps.
* Developed Requirement Traceability Metrics (RTM) from raw company data to track improvements in organizational efficiency along with documenting Business Process in FRD for future reference.
* Worked with QA Team to ensure complete coverage of Test Scenarios & thus ensuring minimal defect leakage.
* Presented business leaders with cost-benefit & RFP, RFI estimations to drive project planning & execution.
* Played a key role in maximizing profits through implementation of DevOps Automation.
* **Additional responsibilities: Build & Deployment Engineer for Policy Centre RTB: Software Configuration Control by managing the change process & tracking the changes using Tortoise SVN tool, QA Environment Management & Bi-weekly Build & Deployment using Jenkins & UrbanCode Deploy & ensuring successful deployments by tracking Requests sent & Responses received using SoapUI.**
* Received tremendous recognition both at offshore & onshore & was rewarded 'Customer Delight' along with various Client appreciations for taking up the tedious additional responsibility saving project cost & maximizing profits at Euros 100 per man-hour for the entire duration of the project.
* *Skills: Guidewire PolicyCentre, ClaimCentre, ALM, Jira, Jenkins, UrbanCode Deploy, MS Visio, Oracle Toad, SVN, QlikSense Reports*

SOFTWARE Programmer – Mainframe Developer – Core BankingAUGUST 2010 – APRIL 2012, Capgemini, HYDERABAD, INDIAHSBC - CORE BANKING* Demonstrated Logical understanding by composing mainframe code programming using Cobol, Batch jobs using JCL, Scheduling using Control-M & DBMS using IMS-DB & DB2.
* Delivered with quick turn-around time in identifying & fixing bugs.
* Documented all software development methodologies in technical manuals to be used by Team Members in future projects.
* *Skills: Mainframes - Cobol, JCL, DB2, File Manager, File Aid, Changeman, SPUFI, Xpeditor, VersionOne*
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| **Certifications & Trainings:*** Professional Scrum Master (PSM-I) Certified
* FDP Blockchain Basics by IIT Roorkee
* AWS Certified Solutions Architect – Associate
* ITIL Foundation v.3 level Certified
* IBM DB2 Exam 730 Foundation Level Certified
* ISTQB Foundation Level Certified
* Capgemini Automation Academy Foundation Level Certified - Python, R and UiPath
* Certified Business Analyst by Coped with valid IIBA 40PDUs.
* IBM Bluemix Essential Developers Training Participation Certificate.
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| **EDUCATION:**Post graduate diploma in business analysis – PGDBA june 2019 - April 2020* PRAXIS BUSINESS SCHOOL, correspondence

*Specialization – Big Data, Python & R** *PGDBA Project: Machine Learning project, Telephone Data Churn using Python & R.*

Bachelor of Engineering – BE-ECE SEPTEMBER 2005 - APRIL 2009* Oriental Institute of Science and Technology, Bhopal, India

*Specialization – Electronics and Communication Engineering*Higher Secondary Certificate – XII APRIL 2004 - MARCH 2005 * Delhi Public School, Bokaro, India

*Specialization – Science with Economics*Secondary School Certificate – X APRIL 2002 - MARCH 2003* Delhi Public School, Bokaro, India
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| Achievements:* Given an accolade 'Customer Delight', for being client centric for taking up additional responsibility of handling the Build and Release deployments for QA Environments across the Enterprise PolicyCenter Platform maximizing profits for the entire duration of the project (1620 man-hours & $145800 over 6 months).
* Received tremendous recognition both at offshore and onshore with various Client appreciations for never missing a milestone and was rewarded 'Pat-on-back' & ‘Start Award’.
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