

Name xxxxxx

91-xxxxxxxxxx

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Summary

Having a total of 5.2 years of experience out of which I hold 1.2 years of experience as a Customer service representative, 2 year of experience into IT Help Desk and 2 years of experience as a Business analyst. Have sound knowledge in gathering requirements and documenting business requirements. Also, hold good knowledge in using MS Visio and prototyping tools.

Expertise Highlights

- ✓ Creative and innovative thinker, with excellent communication skills bringing energy, enthusiasm, and leadership to problem resolution
- ✓ Elicit requirements and prepare wireframes based on the requirement gathered
- ✓ Excellent writing skills in preparing business requirements documents (BRDs), software requirements specifications (SRS), Test case document, functional specifications, and defining project plans
- ✓ Prioritize requirements and write acceptance criteria for user stories
- ✓ Knowledge of Iterative Software Development Life Cycle process (SDLC) at all stages
- ✓ Conducted training sessions & give Product presentation to clients
- ✓ Handle Client feedbacks
- ✓ Manage change requests from clients
- ✓ Ability to work under pressure and handle multiple tasks

Core Competencies and Skills:

- Communication and Documentation skills
- Use case and Activities
- SWOT Analysis
- Prototyping
- Use case Specifications
- Business Analysis
- Client Relations
- Leadership skills
- Test Cases
- Manage User Stories
- Write Acceptance Criteria
- Impact Analysis on existing business process and function.
- Produce functional specifications, wireframe and mockups
- Testing/UAT
- Business process architecture

Professional Experience

Senior Specialist- March 2023 – Present

Company name, Hyderabad

Account- NovoNordisk

Domain: Application Support

Document the requirements requested by the IT help desk Management on the Remedy system and prepare business requirement documents. Have meetings with the product owner to decide and prioritize the print backlogs. Then the product increment is delivered after performing UAT.

Key Responsibilities:

- Communicated and interacted on regular basis with stakeholders, project manager and development team during different stage of Product Life Cycle to enhance the Products.
- Elicit client requirements (by prototyping, wireframing, interviews, workshops) and prepare BRD documents.
- Conducted **JAD sessions** for effective communication of views between stakeholders and gathered business requirements (By Interview Questions)
- Responsible in conducting Scrum events (Stand up meetings, Sprint review meeting, Sprint Backlog meeting)
- Responsible for maintaining product backlogs on Jira.
- Be a part of discussions with product owner and development team to understand the progress on sprint backlogs and prioritization of user stories.
- Maintained **Requirement Traceability Matrix (RTM)** on every product release.
- Maintained **Project documents** for **Change Request** and implemented procedure for testing changes.
- Prepared Use Case documents, Technical Design Documents, Workflow diagrams, Sequence diagrams, Activity flow diagrams, Entity Relationship Diagrams, Business Process Models and Data Process Models.
- Provided **Training** for New Features released on Products to Implementation Team, Support Team and End Users.
- Provided **Pre-Implementation** and **Post-Implementation** support to internal team.

Subject Matter Expert- April 2021—March 2023

Company name, Hyderabad

Account- NovoNordisk

Domain: Application Support

Key Responsibilities:

- Play a major role in product onboardings and work with several teams to complete the onboarding.
- As part of Knowledge base transition project from Remedy to Service Now, worked on the knowledge articles review and updates
- Host calls with technical teams to discuss monthly statistics and improvement areas.
- Work on dynamic reports to identify solutions and perform trend analysis.
- Create and maintain knowledge.
- Perform Root Cause Analysis on problematic tickets and discuss it further with the clients if there are any changes required to the existing process
- Work on Key Performance Indicators (KPIs) to measure the process performance.
- Have monthly technical discussions with Product teams to avoid knowledge gaps.
- Attend KT sessions for various products and conduct training sessions at the help desk.
- Train the first level team on the newly on boarded product and create assessments to identify the learning and Knowledge gaps.

- ♦ Part of the technical interview panel.

Associate Senior Analyst- April 2020 – November 2021

Company name, Hyderabad

Account- NovoNordisk

Domain: Application Support

Key Responsibilities:

- ♦ Handle client interactions and resolve issues using knowledge base articles
- ♦ Follow-up on Open cases and close them within SLAs.
- ♦ Worked with the multiple application such as Veeva vault, SAP, CDMS, Omnirim, PMX CTM etc.,
- ♦ Created knowledge base articles.
- ♦ Assist Analysts and new hires with the process.
- ♦ Work on feedback incidents from clients.
- ♦ Handle help desk incidents on timely basis and escalate the tickets for issues that are out of the scope of the team.
- ♦ Maintain SLAs of the support incidents.

Associate Analyst - May 2019 – April 2020

Company name, Hyderabad

Account- NovoNordisk

Domain: IT Help Desk and Application Support

Key Responsibilities:

- ♦ Handle client interactions and resolve issues using knowledge base articles.
- ♦ Worked with the multiple application such as Veeva vault, SAP, CDMS, Omnirim, PMX CTM etc.,
- ♦ Follow-up on Open cases and close them within SLAs
- ♦ Work on feedback incidents from clients.
- ♦ Share technical updates from Tier 2 teams with SME team.
- ♦ Handle help desk incidents on timely basis and escalate the tickets for issues that are out of the scope of the team.
- ♦ Maintain SLAs of the support incidents.

Customer service representative- September 2017 – December 2018

Amazon Development Centre, Hyderabad

Account- UK back office

Key Responsibilities:

- ♦ Handle client interactions via emails and resolve issues using knowledge base articles
- ♦ Follow-up on Open cases and close them within SLAs
- ♦ Handle help desk incidents on timely basis and escalate the tickets for issues that are out of the scope of the team.
- ♦ Maintain SLAs of the support incidents.

Technical Skills:

Modeling Tools	MS Visio, Power BI, Balsamiq
Utilities	MS Office Suite
Methodologies	SDLC, Agile, Waterfall
Web Development	Python
Database management	SQL
Operating Systems	Windows
Service Management	Jira, Service now

Education

Institute	Education	Years	Percentage
XXXXX	XXXXX	XXXXX	XXXXX
XXXXX	XXXXX	XXXXX	XXXXX
XXXXX	XXXXX	XXXXX	XXXXX

Languages Known:

- English
- Telugu
- Hindi

Declaration

I, xxxxxxxx hereby declare that all the statements above given are true to best of my knowledge and belief.

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