



ASSOCIATE MANAGER- BUSINESS SYSTEMS

Contact Info



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DANISH WANT

A Business Analyst Professional having cross-functional experience in National/international Operations of ITES,BFSI Sectors and Digital agency with an emphasis on Business Analysis,Pre-Sales solutions and IT consultation. Worked closely with various project stakeholders, SMEs, and staff to understand and document business requirements, functional requirements, and design specifications for new applications along with enhancements to the existing applications. Researched, created, reviewed, and revised requirement documents and use cases.Rendered support to the Project Managers throughout the project's life cycle including development of project scope, user stories,BPMN,collection and documentation of business requirements,proposal,negotiation,preparation of change control documentation,and coordination of user acceptance testing.

AREAS OF EXPERTISE

My range of skills covers these broad areas:Business Analysis,Product Management; Product Development;CRM,LMS,Documentation;Work flow analysis;Budgeting and performance reporting; project management; application of Microsoft Office Professional across all platforms;and managing client relations.

PROFESSIONAL HISTORY

ASSOCIATE MANAGER-BUSINESS SYSTEMS

OPTUM GLOBAL SERVICES| AUG 2019 - PRESENT

- Gather software requirements from the clients and create User Stories Acceptance criteria for Application Development.
- Discuss User Stories and Acceptance Criteria with the development team to plan the development in the Agile Environment.
- Provide support to the UX Designers for the design of the Application to create UX designs as per the requirement.
- Discussed the requirements with the developers to check the feasibility of each requirement and deliver these requirements as per the Agile process.

ASSISTANT MANAGER-BUSINESS ANALYST

G-CUBE SOLUTIONS PVT LTD | JULY 2018 - JULY 2019

- Gathered software requirements and ensure those requirements aligned with my development teams objectives.
- Translated Stakeholder requirements into different deliverable categories such as functional and application specifications, meeting user objectives.
- Worked collaboratively on workflow and process diagrams for the LMS Solution implementation.
- Evaluated risks and resolved concerns relating to the implementation, testing process and project communications.
- Prepared variety of reports for the client's requirements and captured this information in the Learning Management System(LMS) structure.
- Prepared analysis of client's needs and suggested customization when a new solution implementation.

SR. CONSULTANT

ACIDAES SOLUTIONS PVT LTD | MAY 2016 -JUNE 2018

- Gathered and prepared solution documentation for achieving the application requirements through Customer Relationship Management (CRM) system after analyzing and understanding the client needs.
- CRM configuration for new or existing client requirements.
- Performing first level of testing to ensure its functionality
- Managed change requests by determining the scope of incorporating the change or analyzing the business need driving the change and performing gap analysis.

MANAGER-BUSINESS SERVICES

DS TECHWORKS SOLUTIONS PVT LTD | MAY 2016 -JUNE 2018

- Plan, control and provide business models based on a variety of indicators (including cities, demand, customer requirements and other data elements).
- My focus was on the client's requirements and implementing signage solutions and optimizing procurement, logistics and services.
- Provided detailed support in the accounting and analysis of the nature of each product through its life cycle.

SR ASSOCIATE-BUSINESS SERVICES

OLIVE-E-BUSINESS SERVICES | APRIL 2014 -DEC 2014

- Gathered and prepared solution documentation for achieving the application requirements through Customer Relationship Management (CRM) system after analyzing and understanding the client needs.
- CRM configuration for new or existing client requirements.
- Performing first level of testing to ensure its functionality
- Managed change requests by determining the scope of incorporating the change or analyzing the business need driving the change and performing gap analysis.

BUSINESS ANALYST

I2K2 NETWORKS PVT LTD | JUNE 2012 -JAN 2013

- Planned requirement gathering session with the clients for business understanding.
- Implemented email solutions to different real estate companies for their internal and external communication helping customers to receive better quality support and efficiency.
- Provided cost effective customized solutions in new email technologies to the clients.

BUSINESS ANALYST

JB IT SOLUTIONS PVT LTD | JAN 2010 -APRIL 2012

- Provided consultation services on different website projects on basis of requirements.
- Delivered complex solution documentation for different website projects which helped the clients to be better informed about the features.

EDUCATIONAL HISTORY

JAMIA MILIA ISLAMIA

MBA(MARKETING AND IB), CLASS OF 2016

SSM COLLEGE OF ENGINEERING AND TECHNOLOGY

B.E COMPUTERS, CLASS OF 2009

CERTIFICATIONS

CERTIFIED SCRUM PRODUCT OWNER(CSPO)