ABHAY DHAKA
Analyst

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Proven Analyst with expertise in Scrum Master, Business Analysis, Project Management and Quality Analysis. Skilled in Documentation, requirement gathering, and stakeholder communication. Proficient in JIRA management and demonstrates strong analytical and problem-solving abilities, with a track record of delivering high-quality project results.

WORK EXPERIENCE

Analyst
Nagarro

01/2024 - Present   *Gurugram, India*

Analyst *for Customer data Platform Implementation & Visualization for an Indian subsidiary of Japanese automaker*

Responsibilities
- Conducted **Market Study** for automobile companies to identify **key trends/ factors**, responsible for overall **business strategy**.
- Collaborated with cross-functional teams, including developers, testers, and business stakeholders, to ensure project alignment and success.
- Managed and tracked project tasks and issues using JIRA, facilitating effective communication and resolution.
- Collaborated in the adoption of Agile methodologies, contributing to daily stand-ups, sprint planning and retrospective meetings.

Associate Analyst
Nagarro

10/2023 - 12/2023   *Gurugram, India*

Analyst *for Customer data Platform Implementation & Visualization for an Indian subsidiary of Japanese automaker*

Responsibilities
- Coordinated with project managers and developers to define testing requirements and priorities, ensuring alignment with project goals.
- Utilized JIRA for bug tracking, project management, and documentation, enhancing team collaboration and transparency.
- Led the design and implementation of comprehensive test plans, ensuring full coverage of product features and functionalities.
- · Handled the story pointing and estimation.

Quality Assurance Analyst
Nagarro

10/2022 - 08/2023   *Gurugram, India*

Responsibilities
- Conducted SAP Hybris testing, identifying and resolving critical issues to ensure smooth e-commerce operations.
- Tested all Hybris and SAP parts at each stage from order placement until the delivery of orders, including cancel and return scenarios.
- Performed exploratory testing to uncover critical issues early in the development cycle, enhancing quality and user experience.
- Responsible for regression testing for every release.

SKILLS

Business Analysis   Documentation

Data Analysis   JIRA Management

Stakeholder Management

Strategic Initiatives   Confluence

Project Management

Requirement Gathering

Process Improvement

ACHIEVEMENTS

Awarded with Employee Excellence Award
Twice

EDUCATION

Bachelor of Technology (2018 - 2022)
Computer Science and Engineering

TECHNICAL SKILLS

SQL   Microsoft Office Suite

SAP Hybris   API Testing Tools

JIRA   Oracle   Salesforce

Confluence   Agile Methodologies