

SALMAN MURTAZA

Business Analyst | Project Manager | Exp: 4 Years

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Skills

Business Analysis: Requirement gathering, Data & Gap analysis, Backlog management, BRD, FRD, Estimation, Sprint, User story, UAT demo.

Project Management: Project planning, Resource allocation, Monitoring, Stakeholder & Vendor Management, Risk & Escalation Management

Soft Skills: Analytical, Communication, Leadership, Negotiation, Interpersonal, and Ownership Skills.

Domain: IT, SaaS, Health Care, Health Insurance, Airlines, Online food delivery, Hospitality, Home Services, ERP, and Government Services.

Tools & Methodology: Agile, SDLC, Scrum, Jira, Kanban, SQL, Oracle EBS, IFS ERP, Figma, and Microsoft Suite (Excel, PowerPoint, Word)

Work Experience

IDC Technologies

Business Analyst (BA3)

Feb 2023 – Present

Project 1: ERP Implementation of Oracle EBS R12 at Telecommunications Consultants India Limited (A Government of India enterprises)

- **Requirement Elicitation:** Requirement gathering from key stakeholders to understand existing process, workflow, and user pain points.
- **Documentation:** Prepare business requirements document (BRD) clearly highlighting scope, milestones, estimation, timelines, etc.
- **Facilitate Development:** Work closely with cross-functional teams to get functionalities developed as per business expectations.
- **Progress Monitoring:** Share a daily project progress report with client showcasing team accomplishments, planned tasks, and blockers.
- **Stakeholder Management:** Meet stakeholders to demonstrate developed functionalities. Take UAT sign off for production deployment.
- **Onsite User Training:** for Core HR, Absence, Performance Management, Payroll, Biometric Integration, Reports testing, Data mapping.

Project 2: Digital Transformation - Revamping Official Website of IDC Technologies (Staffing and Digital Solutions)

- **Change Analysis:** Analyze changes required in website (UI design, forms, functionalities, navigation header, landing pages, blogs, etc.)
- **Wireframes:** Design at least three prototypes in Figma; demonstrate as part of Statement of Work (SoW) and get business approval.
- **Jira Tasks:** Create user stories; estimate story points; assign to developers; create sprint; monitor development; remove impediments.
- **UAT / Demo:** Perform validation testing in test instance, then demonstrate to business team as part of User Acceptance Testing (UAT).
- **Go-Live & Support:** Deploy changes in production. Create self-help manuals, videos, flow charts, etc. and publish them on the website.

Previous Projects: Time and Material Requirements project for **Etihad Airways**; and E-Court Solutions for **Delhi High Court**.

Tata Consultancy Services

Product Manager

Jan 2021 – Feb 2023

Four Global ESS Products: Health insurance portal, Email selection module, Nomination forms (PF, GF, SF), and W4 forms

- **Agile SDLC:** Owned end-to-end product management processes of four TCS legacy products used by 6 lakhs+ users across 55 countries.
- **Sprint Planning:** Responsible for planning Sprint activities, then monitoring progress and deploying deliverables within defined timeline.
- **Daily Scrum:** Led a daily stand-up meeting to track progress of 16 developers on production development, support tickets, mails etc.
- **KTLO:** Ensured all four applications are functional 24*7 with zero defects and uninterrupted user experience by maintaining high SLA.
- **Data Visualization:** Visualized plan-wise health insurance premium amount data of 15 lakh beneficiaries amounting to >100 Crore INR.
- **Data Validation:** Validated data in Excel and rectified discrepancies in premium amounts during yearly HIS enrollment window period.

Urban Company

Business Development Associate

July 2020 – Dec 2020

- **Onboarding:** Responsible for building supply pool of AC service professional by convincing them to work on commission-based model.
- **Supply/Demand:** Managing pool of service professionals to meet supply and demand ensuring high customer service experience.
- **Revenue:** Onboarded 1500+ service professionals in AC servicing category contributing to category revenue growth of INR 7Cr.

Internships

Zomato - City Launch: Piloted & launched city wide operations of food delivery platform in 4 tier III cities of UP. 05/2019 – 07/2019

Leap Skills - Market Research: Performed primary and secondary research in the hospitality sector. 03/2019 – 04/2019

Fortis Escorts Hospital - Corporate Sales: Managed health camps at various corporate offices in Delhi. 01/2019 – 02/2019

OYO - Sales: Generated leads for target-based sales for three months. Onboarded hotels/travel agents with OYO. 09/2018 – 12/2018

VQMS Pvt. Ltd - Management Trainee: Lead generation through field surveys; then cold calling prospect clients. 06/2017 – 07/2017

Education

M.B.A (International Business) - **Jamia Millia Islamia** – 8.34 CGPA

Year: 2018 - 2020

B.Tech (Computer Science) - **Jamia Hamdard University** – 8.04 CGPA

Year: 2014 - 2018