




CONTACT

-  +91 9555222131
-  sahil.bharti.1601@gmail.com
-  WZ-70 Om Vihar Phase-03,
Uttam Nagar, Delhi

SKILLS

- Agile And Waterfall Methodologies
- Jira
- BRD & FRD
- Software Development Lifecycle (SDLC)
- Agile Framework-Scrum
- Requirement Analysis
- UML Diagrams
- Leadership Experience
- User Acceptance Testing

EDUCATION

2021

DELHI UNIVERSITY, SOL

Bachelor of Commerce

2017

CBSE

Higher Senior Secondary

CERTIFICATIONS

IIIM, DELHI

Certification in Import Export Management

HOBBIES

- Reading
- Playing Guitar
- Running

SAHIL BHARTI

A highly motivated Business Professional with an overall work experience of 4+ years in Client & Account Management and 1+ years in Business Analysis, Project Management. A strong educational background with a degree of B.com from Delhi University. Additional skills include data analysis, client servicing, proposal writing.

EXPERIENCE

BUSINESS ANALYST

Coditro LLP, Noida

Feb 2024 - Present

- Analyzed key aspects of business to evaluate factors driving results and summarized into presentations.
 - Prepared various document while managing project such as Business Requirement Documents (BRD), Project Scope, Project Plan, Functional Requirement Documents (FRD), Change Request, Resource register.
 - Gathering functional /non-functional requirements documents using cases and test plans from product definitions.
 - Support the design, build and deployment of IT solutions in SDLC.
 - Strong listening and interpretative skills for facilitating understanding of issues and solution designs.
 - Utilizes scheduling resources and time management.
-

SENIOR ASSOCIATE (HEALTHCARE SECTOR)

Genpact India Pvt. Ltd.

May 2023 - Feb 2024

- Working with Complaint Handling and Field teams where the key responsibility will be to maintain the accuracy of the Installed base by verifying whether the serialized components are installed behind the correct System ID.
- Preparation of database of backlogs and reports in MS Excel showcasing the development and daily change results of the project.
- Aligning scrum team for meeting.

- Assisting Business Analyst for documentations and planning.
- Raising Tech Support Ticket and Backlog management.
- Verifying and updating data using various software like 'Siebel'.
Must' 'Service Max' and Company's Internal Software.

ONLINE SALES MANAGER

Indijaivic Agro Foods Pvt. Ltd.

July 2022 - Feb 2023

- Communicating with Customers regarding feedbacks and issue.
- Managing and strategizing Ecommerce Platforms.
- Meeting with clients for HORECA deals. Online marketing facilitation.
- Coordinating with digital marketing team to run the marketing campaigns.

CUSTOMER SERVICE ASSOCIATE (AUSTRALIA & US)

Amazon India Development Centre (India) Ltd.

Oct 2020 - July 2022

- Handling Customer issues related to retail orders on calls .
- Resolving and troubleshooting issues with payments and credit card.
- Maintaining the follow-ups for customer issues and coordinating with the supervisor.

BUSINESS ASSOCIATE

SEO Birds Pvt. Ltd,

March 2019 - March 2020

- Communicating with customers to generate pre-sales leads of insurance and investment through UK tele-calling.
- Maintaining Excel sheets of customer data, and arrangement and filtration of data
- Providing Information related to product, Solving queries raised by clients.
- Analyzing the leads for sales.