

CHRISTEENA JACOB

TECHNICAL BUSINESS ANALYST

Summary

Motivated and knowledgeable business analyst with extensive experience and understanding of business development and growth. Prioritizes a strong attention to small details to ensure nothing is overlooked, incorporating excellent communication techniques to make analysis information is always clear and accurate. A candidate with 4 years of experience in corporate environments developing extensive operational comprehension and techniques



PROFILE

A dynamic business analyst with 3 years of experience specializing in data modeling and technical project management and requirement gathering. Equipped with excellent communication skills, work ethics and possesses a strong sense of leadership with a commendable record of accomplishment.

CONTACT

PHONE:
+971542679527

WhatsApp:
+918606335094

EMAIL:
christeenajacob12@gmail.com

CAREER HISTORY

Nesote Technologies -Technical Business Analyst

December 2019– October 2022

Identified and analyzed each business needs and developed process models and workflow diagrams to support business requirements. Developed and maintained project plans and timelines, resulting in a 15% increase in project completion rate and improved project management.

KEY RESPONSIBILITIES

- Collaborate with stakeholders to understand their needs and gather detailed business requirements.
- Translated client and internal business requirements and processes into meaningful technical and functional documentation and provide technical recommendations to members of the team
- Meeting with clients to gather requirements, demonstrate and explain new functionality and to discuss future solutions.
- Handling email system, online ticketing system, handling customer queries and solve their technical issues in a proper way.

ACHIEVEMENTS

- Developed and maintained project plans and timelines, resulting in a 15% increase in project completion rate and improved project management.
- Developed test plans and coordinated user acceptance testing, ensuring high-quality deliverables and reducing post-release defects by 15%.
- Participated in project meetings and provided input on project decisions, contributing to the successful completion of projects and a 10 % increase in project success rate.
- Developed process models and workflow diagrams to support business requirements, resulting in a 20% increase in process efficiency and improved overall productivity.

Junior Instructor

Govt. ITI Kasaragod

April 2018– January 2019

As a networking instructor provided guidance, technical direction and evaluated student progress with imagery composition techniques.

KEY RESPONSIBILITIES

Administered practical exercises, field/classroom activities and knowledge exams in order to assist students in meeting course objectives.

Achievements

- Analyzed deficiencies in students whose academic progress indicated probable failure and recommended means to overcome deficiencies. Counselling students concerning their academic progress, performance deficiencies.
- Established peer to peer network/WLAN .

INTERESTS

- Travelling
- Listening music

SKILLS

- Microsoft Office Suite (Excel, PowerPoint, Word)
 - Project Management
 - Negotiation
 - Power BI
 - SQL
 - Data Analysis
 - Troubleshooting
 - Manual testing
-

Education

Bachelor of Technology in Electronics and Communication Engineering

(College of Engineering Kottarakkara, Kerala- September 2012 to April 2016)

References

Available upon request.