HARSH TYAGI

***Senior Business Analyst***

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# Objective:

In my current role as a Senior Business Analyst, I am dedicated to driving innovation, implementing new technologies, and effectively communicating with key stakeholders to ensure successful project outcomes. My ability to manage complex projects, collaborate with cross-functional teams, and translate business requirements into technical specifications has enabled me to consistently deliver results.

# Summary:

* **5 plus years** of professional IT experience with complete understanding of Software Project Development Life Cycle: Requirement analysis, Development and Deployment.
* Collaborate effectively with cross-functional teams such as BI, Technology (SQL DBA), UX/UI Team, Pre-Sales, and Marketing with a deep understanding of the technical requirements and limitations of product development, I can guide the team towards efficient and effective solutions.
* Experience in the areas of process improvement with the aim of delivering projects at committed timeline.
* Ability to take initiative & complete ownership of tasks with full responsibility & deliver the results within planned estimated time with a positive intent without much supervision & little guidance.
* Experience of working in a multicultural environment.
* Self-motivated, quick learner of new technologies, individual contributor & team player with excellent planning & organizational skills.

## TECHNICAL SKILLS

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| **Skill Sets** | **Description** |
| Domains | *Speech Analytics, Insurance, Collection Industry, ERP, SAP Integration* |
| Methodologies | *Agile, Waterfall* |
| Programming languages | *SQL* |
| Data Integration | *API, SFTP and Azure Data Lake* |
| Tools | *Azure DeVops, Figma, Balsamiq,Jira,Service Now and Zendesk* |

**ACADEMICBACKGROUND**

* 2021 - Master of Business Administration from Harcourt Butler Technological Institute, Kanpur
* 2017 - Bachelor of Technology (B. Tech) in **Computer Science** from G.L. Bajaj Institute of Technology, Noida
* 2012- Senior Secondary from Pragati School, Kota
* 2010- Higher Secondary from Seventh Day Adventist Senior Secondary, Hapur

**Professional Experience: 20 March ’17– Present**

## Client name/Company Name Ernst and Young Entrepreneur Of The Year | EY - US

**Feb’2024 to Present**

## Project: “Engagement letter and convenance Tracker”

**Role: Assistant Manager**

**Project Synopsis:** As an Assistant Manager at EY, I play a strategic role in product development and project management, guiding teams through every stage of the project lifecycle to ensure successful outcomes. Leveraging my expertise in both domains, I facilitate seamless collaboration between stakeholders, aligning business objectives with technical solutions to drive innovation and growth.

**Responsibilities:**

* Develop comprehensive project plans, schedules, and resource allocations to ensure timely and cost-effective delivery of client projects. Implement project management methodologies such as Agile.
* Implement rigorous quality assurance processes to ensure that deliverables meet client expectations and adhere to industry standards. Conduct thorough testing and validation to identify and address any issues or defects.
* Develop change management strategies to facilitate the adoption of new products or processes within client organizations. Provide training, documentation, and ongoing support to enable smooth transitions and maximize user adoption
* Drive continuous improvement initiatives to optimize processes, enhance productivity, and deliver greater value to clients. Monitor project performance, gather feedback, and implement lessons learned to inform future projects and best practices.

## Client name/Company Name Provana Accounts Receivable Management (ARM) Software & KPO Services | Provana

**April ’2021 to Present**

## Project: “Integrated Call Analytics Platform”

**Role: Sr. Business Analyst**

**Project Synopsis:** The project involves providing ability to configure scripts from frontend to integrate with Client data with Zero Technical Team Involvement.

**Responsibilities:**

* Conduct JAD/discovery sessions with business/IT stakeholders to ensure effective implementations and create / maintain document artifacts.
* Apply business acumen to engage in stakeholder discussions with product owners, business leads and program managers.
* Manage project scope by managing requirement traceability matrix (RTM) and creating

EPIC/Stories/Tasks in JIRA based on implementation requirements and prioritizing bugs based on severity and business priority.

* Work with business stakeholders to complete artefacts, including high level solution workflow, functional specification document (FSD) and data integration mapping documents
* Share new feature/ product enhancement requirement with product management team (along with motivation and business prioritization) and map the requirement with respective release version of the product.
* Groom the solution engineering team, review the test cases, and share the feedback with

implementation quality assurance team.

* Facilitate user acceptance testing by sharing user testing training documents and application demonstrations during project life cycle.

## Client name/Company Name Urban Company Urban Company Internship; Rs.25,000 / Month: Apply By 20th August - Job ...

**April ’2020 to March ’2021**

## Project: “ERP Solution”

**Role: Business Analyst**

**Project Synopsis:** To analyze client requirements with the objective of optimum resource allocation. This would ensure operational efficiency and increased responsiveness, thereby enabling bulk payment processing with reduced response times.

**Responsibilities:**

* Define project scope, goals and deliverables in collaboration with Stakeholder and in alignment with wider business objectives.
* Document, discuss and resolve business, data, data processing, application adoption/retention, and BI reporting issues within the team, across functional teams, and with business stakeholders.
* Establish strong relationships with internal & external stakeholders (as appropriate), ensuring effective communication and collaboration throughout the project life cycle.
* Maintain accurate project documentation, including project plans, progress reports and meeting minutes.

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## Client name/Company Name NIET/O.S Grip Technologies

**Feburary’2017 August ’2018**

## Project: Student E-Layer

**Role: Business Analyst**

**Project Synopsis:** Involved in the development of solution to migrate data from multiple source systems to Central systems, thereby, creating a single pool of data for NIET College. This led to a direct impact on real-time reporting as well as being highly structured.

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## Responsibilities:

* Experience in Waterfall, Agile scrum and iterative delivery principles for driving centralized product solutions.
* Collaborated functional review for all documents sent to the client and received appreciation for zero rejection
* Working with client on a regular basis and ensuring that the requirements are well mapped out.
* Getting the change requests finalized and ultimately implementing them in a time bound manner.

**ACHIEVEMENT**

* + Received corporate achievement Award (**SHABSHI**) in Last 4 quarters.
  + In – Campus Business Development Program form **IIT Kanpur.**
  + Member of Student Activity Council **HBTU.**

Date: 05-10-2024

Place: Noida **Harsh Tyagi**