Kislay Prakash

Business Analyst   kislayprakash95@gmail.com||8800830937

Objective:

Dedicated and result-driven Business Analyst with 3 years 2 month of experience in analyzing business processes, identifying opportunities for improvement, and driving strategic initiatives. Proven ability to translate complex requirements into actionable solutions, contributing to enhanced operational efficiency and informed decision-making. Strong analytical and interpersonal skills.

Professional Experience:

05/2021-Present   Eicore Technologies, Business Analyst   Gurgaon

Projects:

- Liberty General Insurance - Complete Healthcare Management Suite
- Future Generali - Complete Healthcare Management Suite
- Raheja QBE - Complete Healthcare Management Suite
- Edelweiss General Insurance - Complete Healthcare Management Suite

Roles & Responsibilities:

- Translating Business Requirement into Functional Requirement.
- Collaborated with cross-functional teams to gather and document business requirements for various projects, ensuring alignment with company goals.
- Accountable for the Quotation, Underwriting, Operations and Claims System development with technical upgrades for multiple products.
- Collaborating with Technical Team and Downstream stakeholders in order to make sure that requirements are intact and all the changes have clearly reached and synced with all the impacted streams.
- Created test plans, executed test cases and performed testing on relevant environments.
- Provided post-production support/analysis and assisted in performing user acceptance testing (UAT) of the product with business users, performance testing and validated test plans.
- Analyzed the as-is and to-be state of the project and performed gap analysis, impact analysis.
- Providing assistance to teams for product development and configuration in form of documents, videos, calls and walkthrough.
- Assisted in closure/deletion of defects and bugs, to meet specific requirements and deadlines for the successful execution of the project.

- Analyzing Business Requirement document, Software Requirement Specification and Test Plan to identify and finalize testing scopes and deadlines.
- Assisted in the implementation of a new CRM system, leading user acceptance testing and providing end-user training to improve adoption rates.
- Facilitated stakeholder meetings to elicit feedback, clarify requirements, and manage expectations throughout the project lifecycle.
- Assisted senior analysts in gathering and documenting user requirements, ensuring a comprehensive understanding of business needs.
- Conducted detailed analysis of existing processes, identifying bottlenecks and areas for improvement, resulting in an increase in operational efficiency.
- Collaborated with the IT team to translate business requirements into technical specifications, contributing to the successful development and deployment of software solutions.
- Generated comprehensive reports and presentations for management, highlighting key findings and recommendations for process enhancement.
- Supported the QA team in creating test cases and participating in testing efforts to ensure the quality of software releases.
- Providing a testing approach to QAs so as to deliver the product on time and to restrict the UAT log to a minimal level.
- Performing UI Testing, Functional Testing, Compatibility Testing and Smoke Testing to prove the stability, capability and adherence to specification requirements.
- Attended the Governance calls with management and client to discuss the status of project and draft strategies for the near future.
- Handled numerous learning and training related to Healthcare Insurance domain for new joiners and teammates.
- Expertise in creating business process flow.
- Developed efficient business relationships with various client teams to process and support requirements develop tactical and strategic plans to implement technology solutions and effectively manage client expectations.
- Performing UI Testing, Functional Testing, Compatibility Testing and Smoke Testing to prove the stability, capability and adherence to specification requirements.

Skills:

- Business Process Analysis
- Data Analysis
- Requirements Gathering
- Stakeholder Management
- Project Documentation
- Process Optimization
- User Acceptance Testing
- Communication and Presentation

Tools Used:

HealthBuzz, MS Excel, MS Word, Powerpoint, JIRA, Zoho, Report Management, Bug and Defect reporting tools, draw.io

| 10/2012-02/2016 | Tata Consultancy Services, System Engineer | Gurgaon |

Projects:

- Citibank, Singapore

Roles & Responsibilities:

- Worked as a developer for Citibank-Cards and Wealth management LOBs, solving issues related to mobile banking, Internet banking, ATM, POS, Digital sales agent, Phone banking, IVR, Loans, Back office users etc.
- Provided Service Oriented Architecture based interface for front-end applications and back-end systems, which provides application integration with additional features of enhanced data security, load balancing, fault tolerance and scalability for handling massive number of transactions.
- As a part of the project team I supported development, testing and production environments to address issue resolution, troubleshooting and code fixes raised by users. Defects were raised and solutions were provided in the form of code fixes and deployments, incidents, change requests etc.
- Development and testing of ESB services.
- Application deployment, Configuration via App Manage.
- Fixing Application deployment errors or startup errors.
- Analysis and fixing defects/Issues reported over Quality Center and mail.
- Mentoring new hire trainees in day to day technical and functional issues.

Tools used:

- Tibco Business Works v5.7, TIBCO Designer Version 5.7, SQL Developer, TIBCO Administrator, TIBCO EMS, Soap UI, Unix, Jenkins, Adapters, HP Quality Center.

Education:

- B.E. (Mechanical Engineering), KLE Society's College of Engineering and Technology, Belgaum, Karnataka (2008-2012), Aggregate- 63%
- AISSCE 2007, 75%
- AISSE 2005, 86%