



LOKESH BHATIJA

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Sharjah, United Arab Emirates

Business Analyst, Product Owner & Program Manager

Solution-driven and adept with experience leading cross-functional teams.
Seeking opportunities with an organization of repute in Software Industry.

PROFILE SUMMARY

- A pragmatic, techno-functional and thought-worker Business Analyst with over 8.5 years of diverse experience in all phases of Software Development Life Cycle SDLC.
- Expertise in requirement gathering, analysis/ design, testing and deploying business processes and system solutions.
- Extensive experience writing detailed business and functional requirements, scope agreements, concept notes, business process descriptions, organizing stakeholder meetings, writing meeting minutes, communicating with management, developers and testers.
- Experience in creating Use Case Diagrams, Writing Use Cases, User Journeys and Test Cases.
- Adept & Transformative approach to improvise solutions and resolve complex business issues and workflows. Have exposure in educating customers on business systems and procedures.
- Extensive Experience in Mobile Apps, Websites, e-Commerce and Digital Transformation.
- Strong written and verbal communication skills & technical writing skills.
- Collaborate with cross-functional areas (IT, Design, UX, Finance, Marketing) and third-party vendors throughout project definition and execution.
- Stay current on technology trends and industry examples, taking them into account in feature planning
- Familiarity with Agile and waterfall methodologies and the ability to choose which to adopt for a project.
- Ability to create and deliver clear, polished presentations to executives and large groups of people.
- Able to communicate with technical and business team members, explaining concepts and issues so everyone can understand what's going on and what's intended.

SKILLS SET

- Requirement Gathering & Analysis
- User Acceptance Testing (UAT)
- Project Planning
- Project Management
- Workbench Estimation
- Visual Use Cases
- User Stories & Workflow Diagrams
- Wireframing, Prototyping & Storyboarding
- Functional Requirement Documentation
- Software Requirement Specifications
- Business Requirement Documentation
- Confluence & JIRA
- Presentations
- Verbal & Written Communication
- Feasibility, Gap & Mitigation Analysis
- Client Interaction
- Functional & Technical Solution Design.

TOOLS

- MS Word, MS PowerPoint, MS Excel
- MS Visio
- Visual Use Case
- Atlassian Confluence
- Atlassian JIRA
- Pencil
- Balsamiq

EXPERIENCE

FutureSoft (India) Pvt. Ltd. – Noida, India; 2012 – Present

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- **Lead Solutions Analyst**, Dec 2018 – Present
 - **Lead Analyst**, Dec 2016 – Nov 2018
 - **Analyst**, Aug 2015 – Nov 2016
 - **Lead Developer**, May 2014 – July 2015
 - **iOS Apps Developer**, Dec 2012 – Apr 2014

Earned several promotions due to exemplary work performance. Currently oversee solutions analysis, pre-sales, research and creative studies & initiatives designed to advance continuous improvement, competitive advantage and profitable growth. Lead business process and workflow mapping/analysis, analyze business, user and technical requirements for proposed Mobile and Web based system solutions. Following is the short summary of my experience:

- My responsibilities incorporate to establish trusted advisor relationship with decision makers.
- Confer with customer, prospects and salespeople to collect requirements.
- Prepare presentations with service offerings, case studies and proof points
- Create solutions leveraging organization's capabilities to address client needs.
- Capture Requirements and prepare proposal documents, requirement documents, system design documents.
- Co-ordinate with the Team, Managers and other Stakeholders to define product/project road map with timelines and task allocation.
- Create well defined Tasks, Use Cases, User Flows and Test Cases.
Create well defined Mock-ups.
- Develop proposals for innovative solutions.
- Develop solution briefs.
- Assess outputs from delivery teams to assure deliverable satisfy quality standards.
- Research and Collaborate internally to devise client solutions.
- Prepare and Execute solutions' presentations, demos and handle scenario sessions with prospects.
- Determine problem domain and record in design solution documents.
- Determine technical risk and issues and suggest mitigation options.
- Coordinate with Sales, Business Development and Account Manager to pursue sales cycles.
- Solution Architecture Conceptualization and Implementation.

AdStuck Consulting Pvt. Ltd., NOIDA, India; Feb 2012 – Nov 2012

Software Engineer

My first dip in the pool of software engineering wherein I got my hands dirty with objective-c, apps deployment, SDLC, Agile Methodologies.

- Understanding and Experience with Objective C, Cocoa Touch and XCode.
- Implementation of SQLite Database.
- ios Apps Deployment
- Implementation of Web Services using JSON Parsing.
- Implementation of social tools such as Facebook and Twitter using native and third-party SDKs.
- Implementation of Push Services
- Client Interaction.

Teleysia Networks Pvt. Ltd., Aug 2010 – Feb 2011

Radio Frequency Engineer

As a R.F. Engineer, I was deployed in Kerala, the southern state of India, to work on the improvement of network coverage of Vodafone and Videocon Mobile Operators. The mechanism involved was Drive Test Engineering wherein my core responsibilities were to perform network drives to analyze handover failures, call drops, coverage holes and to optimize the same. Various types of drives include schema drive, city drive and data drive. All of which certainly involved whole or a big chunk of multiple cities to be covered in the optimization process.

Indian Institute of Technology (IIT), Delhi, India; Nov 2009 – May 2010

Research Assistant

As a research assistant, I worked on the project namely "*Bamboo as a sustainable material for Construction and Engineering*" wherein I was responsible for the QA of various Universal Testing Machines. Involved in the designed process, ultimately, I was responsible to provide quantifiable data to support the finalization of UTMs. The data was based upon the testing of UTMs for various cycles and parameters.

EDUCATION

- **Post Graduate Diploma** – Wireless Technology & Applications
Centre for Development of Advanced Computing, Ministry of IT & Telecom, Govt. of India
undertaking.
2011 – 2012; Grade A
- **Bachelor of Engineering** – Electronics & Communication
Maharshi Dayanand University, INDIA
2005 – 2009; First Class

PERSONAL DETAILS

- Nationality : India
- Languages : English (Fluent), Sindhi (Speaking), Hindi (Native)
- LinkedIn : <https://linkedin.com/in/madlokesh>
- Skype : lokeshbhatija

PROFESSIONAL RECOMMENDATION

Available upon request