

Mayank Tiwari

Business Analyst

About Me

As a dedicated professional with 5 years of experience, including 2 years as a Subject Matter Expert (SME) and Process Trainer, alongside 3 years as a Business Analyst. I have honed my skills in process training, business analysis, and subject matter expertise. I've contributed to successful projects like job portal development and Android CRM applications, streamlining processes and enhancing user experience. Leading various CRM projects, I've utilized Agile, Waterfall, and V-Shape methodologies to deliver efficient solutions and drive project success.

Professional Experience

Business Analyst (2 years) 2021 – Present (Prologic Web Solutions)

(Job Portal Project)

- Collaborated as a Business Analyst on a job portal project, providing individuals with opportunities for remote or office-based employment.
- Designed a seamless application process, including job application submission, training, and examination.
- Integrated the job portal with a training and examination portal, a leaderboard portal, and an HR portal, optimizing the recruitment and onboarding processes.

Android CRM Application

- Contributed to the development of an Android CRM application, extending the reach of an existing web-based CRM system.
- Utilized the waterfall methodology to efficiently translate the web-based CRM into a mobile app, ensuring a consistent user experience across platforms.

E-Invoice and E-Way Bill Software

- Developed a user-friendly E-invoice and E-way bill software enabling clients to effortlessly manage their inventories, sales, purchases, and accounting.
- Streamlined the generation of monthly and yearly financial reports, balance sheets, GST returns, and profit and loss accounts.
- Simplified the creation of E-invoices and E-way bills through intuitive data input.

Skills

- Requirements Gathering
- Agile Methodology
- Waterfall Methodology
- V-Shape Methodology
- Stakeholder Collaboration
- CRM Implementation
- Decision making
- Multi-tasking

WORK EXPERIENCE

- Business Analyst
Prologic Web Solutions
1/2020 – Present
- Process Trainer & Subject Matter Expert
Value point services pvt ltd
11/2018 – 12/2019

Education Background

Allahabad State University

Masters in Accounting (M.com)

Completed in 2018

Language

- Hindi
- *English*

GSTIN Scanner Application

- Designed and maintained a GSTIN (Goods and Services Tax Identification Number) scanning application, delivering critical GST registration and return information to customers.
- Implemented automated calculations for late fees and deadlines, enhancing customer convenience and compliance.

Business Analyst Experience: CRM Project Expertise

- Spearheaded various CRM (Customer Relationship Portal) projects encompassing diverse sectors such as legal services, loans, insurance, utility services, and other products.

Process Trainer & Subject Matter Expert 2020–2021 (Prologic Web Solutions)

- Provided training to new hires and team members on company processes and industry best practices. Acted as a subject matter expert, assisting teams in resolving complex issues and improving process efficiency. Contributed to the development of training materials and documentation. Education:

Process Trainer & Subject Matter Expert 2018–2019 (Value point services pvt ltd)

In my previous role as a Subject Matter Expert (SME), I played a pivotal part in the launch of the new GSTIN Portal. My responsibilities encompassed providing expert guidance for portal navigation, addressing and reporting technical and functional issues, crafting comprehensive FAQ documents, and delivering effective training sessions.