

# NIKHIL SAHU

Contact : 7014229856

Email: Nikhil.sahu1601@gmail.com

---

## Professional Summary

Accomplished and Results-oriented **Business Analyst / Support professional** with **4 years of experience**, delivering reliable information and communications technology assistance. Maintained robust, high-performing systems through ongoing monitoring and improvement implementation. Resolved issues quickly and accurately through focused troubleshooting. Proficient in leveraging Business Intelligence strategies to achieve business objectives through data analysis driving development, Project management, documentation, and process innovations. Seeking to employ expertise in revolutionizing company practices with innovative, cost-effective solutions in a competitive landscape.

---

## Experiences:

**Software Engineer | April 2023 – Current**  
**Bajaj FinServ – Pune, India**

- Developed Solution documents (BRD/FRD) by aligning with client requirements and performing GAP analysis, developing wireframes etc.
- Led project blueprinting, facilitated user story, use cases creation, and secured signoffs from Business or Clients, worked on Business Rule (Risk Team) to implement rules while deployment, Project plan tracker.
- Oversaw off-role developer and QA teams, emphasizing development, testing, and project estimations.
- Coordinated user stories, meticulously tracked progress on Azure Boards (Project tracking) and ensured punctual User Acceptance Testing (UAT).
- Conducted thorough deployment analysis (UAT & Production), shared Bugs with the team (UI/Backend), and upheld Agile Project planning & Scrum methodology.
- Created comprehensive test cases, Performed APIs (Rest)testing using Postman for meticulous, and diligently addressed bugs.
- Acted as a bridge between technology, stakeholders, and project managers, facilitating effective communication and alignment.
- Experience working on CRM Tools OneView CRM tool, Loan Management System (LMS).

Client's Handled like Flipkart, Amazon, Net core, Indian Railways, ATOS, Payments projects For Make my Trip and B2B channels.

- Provided efficient production support, promptly resolved tickets, and categorized issues for swift resolution, Performed Transactions Monitoring OTP/Auth/Requery (Reconciliations) etc. on hourly basis.
- Managed production issues / tickets as L2, conducted thorough Root Cause Analysis (RCAs) and efficiently closed tickets to enhance project management & delivery within SLA.
- Raised tickets to vendors, integration team, network team issues encountered by business, internal teams. Solved tickets escalated by L1. Solved internal tickets raised by business, COE, PMO. Solved real time issues faced by FOS.
- Daily meetings with vendors, internal meetings with Business, QA for daily issues, Managing L1 team help and train them.
- Daily Health checks monitoring and created new health checks. Done daily sanity to check system performance. Conducted various activities NRSET, STAT gather, DR Drill, Server migration, DB patch.

**Product Support Engineer | June 2022 – December 2022**  
**Signzy – Mumbai, India**

- Facilitated workshops with stakeholders to gather and document business requirements.
- Created detailed requirement specifications and functional design documents for development teams.
- Managed requirements traceability throughout the project lifecycle to ensure alignment with business goals.
- Acted as a liaison between business units and IT, ensuring clear and consistent communication.
- Conducted regular meetings with stakeholders to update on project progress and address concerns.
- Identified potential project risks and developed mitigation strategies.
- Coordinated user acceptance testing (UAT) and gathered feedback for continuous improvement.
- In depth knowledge in Software Development Life Cycle (SDLC) and Testing Life Cycle (STLC).
- Having expertise in Test ware Development and Management (Test Scenarios / Cases Preparation).
- Sound knowledge of Domain- BFSI (Retail Banking, Loan Origination System, Loan Management System, OneView) addressed and resolved SLA issues promptly.
- Experience in production support in FINNONE LMS (Loan management System).
- Utilized root cause analysis to diagnose and troubleshoot commonly reoccurring issues. Provided clear and concise step-by-step technical support to guide clients during process.

**Technical Support Executive | Jan 2020 – Feb 2022**  
**Info Computer Systems – Lucknow, India**

- Assisted in analyzing business processes and identifying areas for improvement.
- Supported the development of process maps and workflow diagrams to visualize current and future states.
- Collected and analyzed data to support business decision-making and strategy development.
- Prepared reports and presentations to communicate findings to senior management.
- Developed training materials and user guides to enhance user adoption and proficiency.
- Having Skills in Test Plan preparation, Functional Testing, Defect Management, Production support, Master Maintenance and proficient in documentation.
- Manage and own the problem Management activities (coordination with different stakeholders).

---

## Education

**JECRC Foundation | 2015 – 2019**

B. Tech, Electrical Engineering  
RTU, 72.25%

**M.H.S School - Higher Secondary | 2013-2014**

RBSE, 78.4%

**S.V.N Sec. School – Secondary | 2011-2012**

RBSE, 84.5 %

---

## Skills

API – Postman, MySQL, Microsoft Azure board, Troubleshooting, OneView, MIS, Linux, JIRA, Project management, Analysis, MS Office, Customer Service, Agile methodologies, Solutioning, Communication, Requirements gathering, Requirement Analysis, Testing, System development life cycle, EDW (Enterprise Data Warehouse), Team Management, Risk management, GAP analysis.

## Soft Skills

Adaptability, Problem Solving, Time management, Leadership, Teamwork.

---

## Awards and Achievements

Received KUDOS awards for exceptional contribution and festival support during sale period.

---

## PROJECTS

### Indian Railways (IRCTC)-

Successfully integrated the Bajaj Payment portal with the Indian Railways portal to enable seamless booking of tickets using Bajaj EMI Cards. Leveraged advanced integration techniques to ensure smooth communication between the two platforms. Collaborated with cross-functional teams to align the integration with business objectives and user needs. Enhanced user convenience and accessibility, resulting in increased adoption of Bajaj EMI Cards for ticket bookings on the Indian Railways portal.

### Access 360-

Integrated internal system of user creation, modification and deactivation with a centralized system to optimize the process. Made workflow and solutioning.

### KFS-

Made KFS (Key Fact Statement) & RPS (Re-payment schedule) live in Loan Booking journey as per the RBI Requirement and Guidelines, Integrated APR API in KFS & RPS to calculate the ROI and charges that were charged to costumers.

### NCATY-

Validation to check card source master table to be removed from Card source type field. Developed solution to Remove validation from Card source type so that Customer can modify the desired fields such as Name on Card, Card type etc. and request will not get rejected because of Inactive Card source type.

## INTERNSHIP

Undergone a practical training of 60 days (04/05/2018 TO 08/07/2018) at 400 KV GSS Heerapura. Where I learnt general operations of various equipment installed in Switchyard, Control Room, Oil test lab etc.

## CO-CURRICULAR

Supervised "ELECTROQUIZZERS" a techno event in renaissance18 at JECRC College.

Donated Blood in Blood Donation Camp held in JECRC College.