**Pallav Chakraborty**
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**Experience**

**Business Analyst**

Tata Consultancy Services, Kolkata

*April 2023 – Present*

- Currently working as a **Business Systems Analyst** for a large **US-based pharmaceutical** account.
- With a **success rate of 95%**, have delivered 3 major **enhancements** as well as 4 new **projects** well before the given timeframe.
- Maintaining thorough **quality checks** and controls to ensure complete **customer satisfaction** and **compliance**.
- Have maintained a **90% rate** of delivering **error and bug-free results** to the customer resulting in numerous **client appreciations**.
- **Conducting Functional** and **sanity testing** on development fixes to ensure proper working.
- Creation of **FRDs**, **BRDs,** and **Test Cases** and organized 6 **UATs** along with the client.
- **Translate business requirements** and **technical details** for **effective communication** and **collaboration** with the development, support, operations and management teams.
- **Requirement Gathering**, **analyzing** and **documenting** business strategy requirements.
- Acting as backup to the Delivery Partner in **client interaction** and **business strategy planning**.
- Additional responsibility for **recruiting** and designing the overall **Learning & Development** path for the **400+ associates**.
- **Leading teams** of **15+ employees** of various roles and ensuring proper **team bonding** and **timely delivery**.
- Usage of **JIRA tool** for **agile project management** activities and also responsible for **allocation**, **resourcing** and **talent management**.
- Extensive usage of **MS Office**, **Google Workspace** and **Canva** to create **presentations** and **documentation**.
- Usage of **Power BI** for creating **dashboards** and **data visualization**.
- Usage of basic **SQL** to query **databases** for testing and checks.

**HR Intern**

Extern Labs Inc., Jaipur

*April 2022 - May 2022*

- Helped in designing the 5 main **organizational policies** - leave, onboarding, POSH, remuneration and termination.
- Implemented **payroll management** and other HR functions using the **greytHR** platform.

- Worked on **campus hiring** and direct **recruitment** for **technical and non-technical roles** and conducted **HR interviews** for **45+ candidates.**
- Organized **team bonding activities** and **sessions** for **30+ employees**.

**Analyst**

Tata Consultancy Services, Kolkata

*November 2018 – June 2021*

- Worked as a **Business Analyst** for 3 clients in **A&I, BFSI and Retail domains** in the **US**, **APAC** and **Europe** regions.
- Also **developed ETL designs** as an **ETL developer** for 2 years by **creating** and **maintaining** the flows using **Informatica PowerCenter**, **SQL Server**, and **Microsoft Excel**.
- Creating **Test Cases,** and **FRDs** and organizing 3 **UATs.**
- Maintained the health of the assigned work, which involved **strategy management** and coordination among **20+ developers**.
- Was a team member on 3 **Agile-based projects** and used **JIRA** which ensured reduced risks and better overall project management.

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| **Education** | **MBA,** *July 2021- April 2023* |

**MBA,** *July 2021- April 2023*

**Indian Institute of Management Nagpur**, Nagpur

MBA with a CGPA of 2.596 out of 4.33 with a strong **focus on Strategy, HR** and general management courses.

**B. Tech,** *2014-2018*

**Institute of Engineering and Management**, Kolkata

B. Tech in **Computer Science and Engineering** with a CGPA of 7.42. out of 10.

**ISC** (*86.50% in 2014*) and **ICSE** (*90.2% in 2012*) – **Salt Lake Point School**, Kolkata

**Skills**        Business Analysis, JIRA, SQL, MS Excel, Power BI, Requirement gathering, Requirement analysis, Functional Testing, Sanity Testing, UAT, RPA, BRD, FRD, Communication, Agile, Team management, Google Workspace, MS Office, Stakeholder Management, Strategy Planning, Learning & Development.

**Languages known**    English, Bengali, Hindi