

# RAJ ABHISHEK KUMAR

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## Profile

- Overall 5 years of experience in Client/Customer facing role with more than 2.5 years of experience working as a Business Analyst. Acting as liaison between Business Stakeholders and IT stakeholders to understand the business goals and objectives by understanding and detailing the requirements for new projects. Aiming to utilize my strong prioritization skills and analytical ability to achieve the goals.
- Extensive experience in gathering and analysing business requirements, processes & developing specification documents such as BRD, Work-Breakdown Structure, FRD, Use Cases, User Story, Wireframes, User Manuals, etc.
- Experienced in business process mapping, process modelling, gap analysis, testing, and implementation phases. Proficient in designing business models using BPMN diagrams.
- Demonstrated excellent written and verbal communication skills, fostering client relationships through timely solution delivery and diligent follow-up.

## Professional Skills

- Requirement Gathering & Analysis
- Documentation: BRD/FRD/FRS
- Sprint Planning & Agile Methodologies
- Wireframing & Prototyping: Figma/Balsamiq
- UML Diagrams/Use Case Diagram/BPMN
- Stakeholder Management & Process Improvement
- Data Analysis & Reporting: Excel, SQL
- User Stories & Use Cases
- Project Management (Jira): Agile, Confluence
- User Acceptance Testing

## Experience

**William Oneil India, Bengaluru, KA**

**June 2023 - Present**

### **Business System Analyst**

- Worked closely with Project Stakeholders and Business Owners to understand the requirements and specifications for new applications along with re-engineering the existing applications.
- Own end-to-end documentation of the Functional Specification Document (FSD) and required signoff from different stakeholders.
- Participate in different Scrum Ceremonies like – Daily Standup, Sprint Planning, Sprint Review and Sprint Retrospective to ensure the team is aligned and focused on delivering business value.
- Deliver daily status and issue reports to project managers and customers.
- Conduct Business Understanding/Knowledge sharing sessions for the internal (new team members) and external stakeholders.
- Manage Customer Council sessions to seek customer feedback regarding any new Product Features/Product Enhancements, etc.
- Responsible for doing User Acceptance Testing (UAT) and providing sign-off for different other test deliverables.

**UST, Bengaluru, KA**

**Dec 2021 – June 2023**

**Business Analyst**

- Working in an Agile Scrum environment with ability to breakdown requirements into epics, features and user stories
- Interacting with the stakeholders and identifying high-level application requirements using multiple techniques such as Document analysis, Interview Sessions and Brainstorming.
- Prepare the mockups/wireframes/prototypes to explain the functional design.
- Connecting with multiple teams on daily basis, providing a walkthrough of the applications. Attended product planning meetings and facilitated knowledge transfer to product development teams based on gathered insights.
- Performed Sanity Testing to ensure that the final product is in line with the customer requirements.
- Managing Sprint: Recognizing epics, creating the user stories, grooming development & testing teams and managing the backlogs.

**Artech Infosystems, Noida**

**March 2020 – Dec 2021**

**Senior Technical Recruiter**

- Understanding the hiring needs by collaborating with the business teams and finding the right talent for the stakeholders
- Ability to understand high level engineering and technology job requirements.
- Gathering requirements from clients and serve those requirements on ATS.
- Hands on experience in working with Vendor Management System (VMS) like Beeline & Eastridge
- Worked with the Talent Acquisition management team to identify future company recruitment "hot spots."
- Managing the team of 2 resources which included entry level associates.
- Optimized data collection procedures and generated reports on a weekly, monthly, and quarterly basis

**Mindlance, Noida**

**March 2019 – Feb 2020**

**Recruitment Executive**

- Mastered Job Diva Software to efficiently manage over 200+ requisitions, achieving a processing time of 90% and a quality average of 99%
- Updating the recruitment database accordingly and providing daily and weekly reports on the recruitment status to the senior management
- Efficiently coordinated the raising of requisitions while handling high priority cases resulting in improved workflow efficiency.
- Attend daily calls with client/vendors to get more clarity on requirements.
- Export applicant details from portals.

**Certifications**

- 365 Careers: The Project Management Course: Beginner to Project Manager (2023)
- Maven Analytics: Microsoft Power BI Desktop for Business Intelligence. (2022)
- Microsoft Excel - Excel from Beginner to Advanced: Kyle Pew (2020)
- The Complete SQL Bootcamp 2020: Jose Portilla (2020)

**Education**

**Bachelor of Technology, EEE - Aryabhata Knowledge University, Patna - 2017 (7.98 CGPA)**