

Vishnu Kumar

Phone: +91-8287551645

Email: vishnukumarq7@gmail.com

OBJECTIVE

To be associated with a progressive & growing organization, so as to enhance my knowledge, experience & sharpen my skill & that would add value to organization, are the career goals that I have set for myself.

PROFESSIONAL EXPERIENCE (5.5 years)

Organization : Teleperformance, Gurugram

Period : November 2022 – Present

Role : Business Analyst

Responsibility:

- Analyzing business process and identifying improvement opportunities for business growth.
- Creation of business requirement document, software requirement specification document, change request document, process flows, prototypes and other associated document creation for projects assigned.
- Automating and digitizing the manual process of various business for revenue increment.
- Review contact center RFPs and drafting related queries for the tender.
- Requirement gathering meetings with various businesses for the software application development.
- Drafted solution document and proposed transformation solution for various business- lines like Banking, Healthcare, Airlines, IT, E-commerc, public sector and manufacturing clients etc.
- Given CRM and other contact center application tool demos to national and international clients like USA, UK and UAE, etc.
- Coordinated with national and international team for managing and completion of the project.
- Performed various project management duties, monitored team activity, and coordinated with respective stakeholders of the project for timely delivery of the project.
- Providing tools training to new team members and assisting them in their respective projects.
- Coordinating with key clients and understanding their requirements for delivering effective solutions.
- Experience of working with advanced tool capabilities like Gen AI chatbot, real time productivity monitoring, case management, risk management tools, back office tools, workflow tools, quality management and knowledgebase / learning management / performance management tools respectively.

Organization : Infonative Solutions Pvt. Ltd., New Delhi

Period : October 2021 – July 2022

Role : Quality Analyst

Responsibility:

- Developing roadmap for short and long-term work, manage prioritization, and monitored the work to meet objectives.
- Involved in requirement gathering for enhancements of the applications and participated in review meetings with stakeholders.
- Analyzed Business Requirements, Change Requests, Design and GUI Specifications in order to derive feasible solution.

- Managing coordination between Development team and QA team to deliver the project effectively.
- Reviewed software documentations to ensure technical accuracy, compliance or completeness.
- Providing feedback and recommendations to developers on software usability and functionality.

Organization : QA InfoTech Software Services Pvt. Ltd , Noida

Period : April 2021 – August 2021

Role : Software Testing Engineer

Responsibility:

- Performed review and analysis of various software documents for creation of test cases and test files.
- Performed regression testing and Logged Bugs (Discrepancy issues, mismatch issues, typo etc.) on Bug Management Tool (JIRA).
- Follow up and coordination with development team for Bugs closure.
- Work closely with other team members to get bugs fixed and participated in daily scrum meetings.

Organization : Wipro Infotech , Gurgaon

Period : May 2016 – May 2019

Role : Administrator / Business Analyst

Responsibility:

- Involved in requirement gathering and documentation works like creating Data Flow diagrams, FRD, SRS and BRD documents, Use cases, Workflow diagrams, User Manuals, Broachers and performed UAT testing etc.
- Diagnosing and resolving networking and software issues.
- Responding to technical support calls from end users of computers and software applications.
- Installing and configuring software and maintaining inventories of hardware and software.

SKILLS

- **Methodology** : Waterfall, Agile
- **Languages** : C, C#, Html, Java.
- **Operating Systems** : Windows XP, 7, 8, 10, 11, Windows Server 2012.
- **Database** : Sql Server 2008/2012.
- **Computer Application** : MS Office(Word, Excel, PowerPoint, Access), Draw.io
Tableau, Jira, Browser Stack, MS Visio, and exposure to wireframe tool Balsamiq.

EDUCATION

- B.Tech (CSE) from Jaypee Institute of Information Technology, Noida with 60% marks in 2015.
- H.S.C from Andhra Education Society School, New Delhi, CBSE, with 54.8% marks in 2010.
- S.S.C from Andhra Education Society School, New Delhi, CBSE with 68% marks in 2008.

INDUSTRIAL TRAINING & CERTIFICATION

- Done PMI-PMP Certification Training, from StarAgile, Bengaluru from Feb 2023 – March 2023.
- Done Automation Testing Course, Selenium with Java at Croma campus, Noida from Sep 2021 – Feb 2022.
- Done Industrial Training on .Net at HCL (Hindustan Computers Limited), Noida in Aug 2013.

STRENGTHS

- Strong analytical and problem-solving skill.
- Analyzing every angle of a project before working on it.
- Strong interpersonal, coordination and organizational skill
- Willingness to Learn, Decision making and prioritization.
- Self-Confident and Great Patience.
- Excellent eye to detail skills.

EXTRA CO-CURRICULAR ACTIVITIES

- Got Merit Award Certificate in 5th International Art Competition by Korasala's Wonder Art World.
- Got fourth rank at School in 5th National Cyber Olympiad.
- Participated in 7th National Science Olympiad.
- Participated in Avantika International Talent Search Painting Competition.

DECLARATION

I hereby declare that the above information is true to the best of my knowledge.

(Signature)