|  |  |
| --- | --- |
| INSERT PHOTOGRAPH | R. RAJKUMAR  **QUALITY MANAGER**  Location: Chennai, India  Phone: +91-9840347234  **Date of Birth:** 13/6/1991  **Gender:** Male  Email: mailtoraj1306@gmail.com  LinkedIn: [linkedin.com/in/raj-kumar-30b7b0151](https://www.linkedin.com/in/raj-kumar-30b7b0151) |
| **KEY** **COMPETENCY** | **PROFILE SNAPSHOT** |
| * Business Analysis Planning and Monitoring * Elicitation and Collaboration * Requirement Life cycle management * Requirement Analysis and Design Definition * Strategy Analysis * Solution Evaluation * Stakeholder management * Project management * Time Management * Management Information System (MIS) * Product Management * Market Research * Agile Methodology * Product Roadmaps * Cross-Functional Teams * Team Development * Good Communication   **TECHNICAL SKILLS**   * Documentation Tools: MS Suite. * Prototyping & Wire frames Tools: Axure & Balsamiq * Modeling Tools: MS Visio, Draw.io. * Database: SQL * Project Management tool: - JIRA * Reporting Tools: Power BI, & Tableau   **EDUCATION**  ***B.E*** from Madha Engineering college Chenna| 2012  **CERTIFICATES**  Certified IT – Business Analyst IIBA [EEP]  **LANGUAGES KNOWN**  TAMIL, ENGLISH  **ACCOLADES**   * Received 2 Speed Awards at Mahindra First Choice Wheels Ltd. for consistently exceeding and completing the Reports. | A Highly skilled professional with 8 years of background in quality Assurance, continuous improvement, state Regulations and Project Tracking and Stakeholder engagement.  A Dedicated and hard-working business analyst willing to redefine the career path from banking Operational into a new domain to help the company grow to new heights and to gain new expertise in Business analyst. Have overall experience of 8 years, of which, a business analyst for 4 years.  **PROFILE SUMMARY**   * **Business Analyst** for main B**anking Support** applications. Skilled in **SDLC models.** * Proficient in **Waterfall** model: **Requirements Gathering** through various **Elicitation techniques** like **Brainstorming**, **JAD**, **Focus Groups**, **Interviews**, **Documentation**, **Prototyping**. * Experienced in translating **BRD** into **FRD** and requirements tracking through   **RTM**. Good with **UAT** & handling **change requests**.   * Expert in **Agile scrum:** Creation of **user stories, sprint** and **product backlogs,** conducted various **sprint meetings, sprint** and **product burndown charts,** ensured **DOR** and **DOD** checklist. * Developed and distributed technical assistance as needed, contributing to problem-solving and project efficiency. * Consistently met report deadlines within the given Turnaround Time (TAT). * Maintained an accurate Management Information System (MIS) to facilitate data-driven decision-making and reporting.   **PROFESSIONAL** **EXPERIENCE**  **BID AND WIN AUCTIONEERS PRIVATE LIMITED (**Feb 2024 – Jan 2025)  **Designation**: Senior Operations Manager/Product development Project 1: Developed a Banking Support application for vehicle inspection **Role**: Business Analyst  **Project Description**:  This project focuses on the creation of software and a mobile application specifically designed for the banking sector, targeting the vehicle loan segment. It involves the inspection of vehicles repossessed from customers, followed by the generation of a valuation report that reflects the current market value of the vehicle.  **Responsibilities:**   * Interacted with the stakeholders and gathered requirements by using various **elicitation techniques**. * Created user stories with appropriate acceptance criteria with the assistance of the Product Owner. Added **user stories** into **product backlog** using the **JIRA** tool. * Prioritized and validated the requirements using **Moscow** and **FURPS** technique, added **user stories** to **sprint backlog** based on prioritization order. * Collaborated with Product Owner and Scrum Master for **BV** and **CP**. and assisted the Product Owner for the creation of **DOR** and **DOD** checklist. * Participated in **sprint ceremonies** to remove **road blocks** in the project. * Generated **Sprint, Product Burn down/Burn up charts** to track the project progress. * Participated in product planning and **UAT** to successfully deliver each sprint component. * Coordinated project activities, overseeing the development and Monitoring of work Plans and timelines. * Developed and distributed technical assistance as needed, contributing to problem-solving and project efficiency.   **JAI and JAI vehicle Mall private limited (**Feb 2023 – Jan 2024)  **Designation**: Operations Manager/Product development    **Project 2: Developed a Third-Party application for Banking Domain**  **Role**: Business Analyst  **Project Description**:  This project focuses on the creation of software and a mobile application specifically designed for the banking sector, targeting the vehicle loan segment. It involves the inspection of vehicles repossessed from customers, followed by the generation of a valuation report that reflects the current market value of the vehicle.  **Responsibilities:**   * Created user stories with appropriate acceptance criteria with the assistance of the Product Owner. Added **user stories** into **product backlog** using the **JIRA** tool. * Interacted with the stakeholders and gathered requirements by using various **elicitation techniques** * Prioritized and validated the requirements using **Moscow** and **FURPS** technique, added **user stories** to **sprint backlog** based on prioritization order. * Collaborated with Product Owner and Scrum Master for **BV** and **CP**. and assisted the Product Owner for the creation of **DOR** and **DOD** checklist. * Participated in **sprint ceremonies** to remove **road blocks** in the project. * Generated **Sprint, Product Burn down/Burn up charts** to track the project progress. * Participated in product planning and **UAT** to successfully deliver each sprint component. * Generated progress and evaluation reports to track project advancements. * Facilitated improved communication among clients at the state level, enhancing collaboration and understanding. * Consistently met report deadlines within the given Turnaround Time (TAT). * Maintained an accurate Management Information System (MIS) to facilitate data-driven decision-making and reporting.   **GIRNAR SOFT (**Apr 2019 – Sep 2020)  **Designation**: State Coordinator    **Project 3:**  **Role**: Business Analyst  **Project Description:**  The objective of this project is to design and develop a mobile expense report app that streamlines the process of tracking, reporting, and approving employee expenses**.**  **Responsibilities:**     * Gathered requirements from business heads using **Elicitation Techniques** and created a Business **Requirements Document (BRD).** * Translated **BRD** into **Functional Requirements Document (FRD),** Collaborated with the technical team, and prepared **SRS Document** * Created and maintained **RTM** throughout the project * Provide employees with a user-friendly and intuitive mobile app that streamlines the expense reporting process. * Provide real-time reporting and analytics capabilities to track expense trends, identify areas for cost reduction, and monitor policy compliance. Established and nurtured long-term relationships with both new and existing clients, fostering loyalty and trust. * Enhanced client engagement and satisfaction by addressing location-specific needs and preferences. * Organized and facilitated business meetings with potential clients, contributing to the expansion of the client base.   **MAHINDRA FIRST CHOICE WHEELS PRIVAATE LIMITED (**Apr2014 – Sep 2018)  **Designation**: State operations /Associate Product development    **Project 4: Billing Automation for Accounts Team**  **Role**: Business Analyst  **Project Description**:  The objective of this project is to automate the billing process for our organization, which helps reducing manual errors, increasing efficiency and improving satisfaction for both client and customer end  **Responsibilities:**     * Conducted **Enterprise Analysis** and under the assistance of a senior BA in creating a Business Case Document, conducted **Stakeholder Analysis,** and prepared **RACI Matrix**. * Gathered requirements from business heads using **Elicitation Techniques** and created a Business **Requirements Document (BRD).** * Translated **BRD** into **Functional Requirements Document (FRD),** Collaborated with the technical team, and prepared **SRS Document.** * Created **UML diagrams** and **wireframes** to visually represent requirements using **MS Visio, Balsamiq, and Axure.** * Created and maintained **RTM** throughout the project. * Assisted in Testing Team by preparing **Test Case Scenarios** and ensured the **UAT** was successful. * Served as a Backend Executive responsible for creating detailed reports of vehicles, including photographs and specifications. * Proficiently generated 100-150 reports daily, both manually and using applications. * Coordinated project activities, including needs analysis, work plan development, timeline monitoring, and progress reporting. * Facilitated improved communication between clients at the state level, bridging gaps between state and local levels and fostering collaboration among various local stakeholders, including banks, dealers, and financing companies. |
|  |