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| INSERT PHOTOGRAPH | R. RAJKUMAR**QUALITY MANAGER**Location: Chennai, IndiaPhone: +91-9840347234**Date of Birth:** 13/6/1991**Gender:** MaleEmail: mailtoraj1306@gmail.comLinkedIn: [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 developmentProject 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.

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