**YOGESH GOWDA Career Objective:**

**Mobile:** 9740812081 Detail-oriented and analytical business analyst with 3 years

**Mail:** yogeshgowda24@gmail.com of experience in gathering requirements, analyzing business

**Linkedin ID:** www.linkedin.com/in/ business processes and driving data informed decisions

yogesh-gowda-1343853a across cross-functional teams and carrying an overall work

experience of 6.5 years. Seeking to leverage my analytical

expertise, communication skills and problem solving ability

**Core Competencies:** to contribute to organizational growth.

* Business Analysis Planning and

Monitoring **Profile Summary:**

* Elicitation and Collaboration
* Requirement Life Cycle management •  In dept knowledge of SDLC in various phases
* Requirement Analysis and Design (i.e Waterfall and Agile)

Definition • Proficient in **waterfall model**: Gathered requirements

* Strategy Analysis using Elicitation techniques and prepared BRD, FRD, SRS
* Solution Evaluation and prepared RACI matrix.
* Stakeholder Management • Created **UML Diagrams** and **Prototypes** and
* Project management requirements tracking via **RTM**, well versed with **UAT**

And handling **change requests**

• Expert in **Agile Scrum**: Creation of **User Stories** and

**Technical Skills:** added **Acceptance criteria, BV & CP**, **sprint** and **Product**

**Backlogs,** conducted various **sprint meetings: Sprint**

* Documentation Tools: MS Suite and **Product burn down charts** ensured **DOR** and **DOD**
* Prototyping and Wireframe Tools: checklist

Axure & Balsamiq • Proficient in CRM tools such as **Salesforce** for logging

* Modeling Tools: MS Visio, Draw.io and resolving customer queries.
* Database: SQL • Adept at maintaining service level agreements (SLAs),
* Project Management tool: JIRA achieving performance targets (KPIs), and ensuring data
* Reporting Tools: Power BI & tableau accuracy

**Work Experience:**

**Domain Knowledge:**

**Company Name:** Accenture

CRM. **Designation:** Business Process Delivery Associate

**Duration:** August 2023 – To Present

**Project Name:** Insure Care (Agile)

**Education: Technology:** JAVA, AWS, Python

**Tools:** JIRA, Power BI & Tableau

Bachelor in Engineering: ECE

Rajarajeswari College Of Engineering **Project Description:**

| | Bengaluru | May 2017

• The purpose of the project is to develop a patient

Healthcare management application that empowers

**Languages:** healthcare providers with real-time comprehensive

access to patient insurance information, benefits,

English, Kannada, Hindi authorization and claims data

* It aims to improve operational efficiency, reduce administrative costs, and enhance patient care by minimizing delays in coverage verification and claims processing.
* The objective is to provide a single platform for providers to access patient insurance details, benefits, authorization information, and claims status.
* The main scope of the project is to ensure real-time updates on patient coverage, authorization status, and claims.

**Role:** Business Analyst

**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 with internal teams and healthcare providers to address escalated issues and ensure timely resolution.
* Assisted providers inunderstanding member's health plans**,** deductibles, copayments, and out-of-pocket costs.

**Company Name:** Infosys Ltd.

**Duration:** March 2022- June 2023

**Designation:** Technical Support Specialist

**Project Name:** Mail Smart App (Waterfall)

**Technology:** .Net, AWS, Python

**Tools:** Visio, Axure, Balsamiq

**Project Description:**

* The purpose of the project is to create a unified platform for email communication and cloud storage.
* It aims to provide a cost-effective, secure and user-friendly solution and to enhance productivity by integrating email and storage functionalities
* The project objective is to develop a secure email service with end to end encryption and implement advanced encryption and security measures.
* When this project is implemented it ensures cross-platform compatibility (web, mobile and desktop)
* The scope of the project is to provide collaborative features such as file sharing and real time edit

**Role:** Business Analyst

**Responsibilities:**

* Conducted **enterprise analysis** and under the assistance of 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.
* Responsible for creating and managing Google workspace accounts within the Google workspace admin.
* Controlled and managed user access by configuring and monitoring identity and access management settings.

**Company Name:** NTT DATA

**Duration:** October 2019 – March 2022

**Designation:** Helpdesk Associate

* Served as the first point of contact for customers seeking technical assistance via phone, chat, and email, ensuring prompt and efficient resolution of issues.
* Provided Core IT support, addressing clients worldwide, and demonstrated expertise in troubleshooting and configuring desktop hardware and peripherals.
* Worked collaboratively in a team environment, effectively communicating through chat systems such as Microsoft Teams and Skype.
* Utilized ServiceDesk Ticketing Tool – ServiceNow to create and manage tickets, ensuring adherence to SLAs.
* Demonstrated strong customer service skills, resolving issues within SLAs and providing accurate information on IT products and services.

**Company Name:** Big Basket

**Duration:** November 2018 – October 2019

**Designation:** Customer Support Representative

* Assisted customers with order placement, modifications, and cancellations via calls, emails, and chat.
* Provided information about products, promotions, and offers to customers.
* Processed refunds, returns, and replacements as per company policies.
* Ensured adherence to service level agreements (SLAs) and quality standards.