**R. RAJKUMAR**

**CARRER OBJECTIVE**

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 Banking 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

**Technology**: Java

**Tools**: Ms. Visio, Balsamiq

**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.

**BUSINESS ANALYST**

Location: Chennai, India

Phone: +91-9840347234

**Date of Birth:** 13/6/1991

**Gender:** Male

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| **KEY** **COMPETENCY** |
| * Business Analysis Planning and Monitoring * Elicitation and Collaboration * Requirement Lifecycle management * Requirement Analysis and Design Definition * Strategy Analysis * Solution Evaluation * Stakeholder management * Project management   **TECHNICAL SKILLS**   * Documentation Tools: MS Suite. * Prototyping & Wire frames Tools: Axure & Balsamiq * Modelling 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. |

**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 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

**Technology**: Java

**Tools**: MS. Visio, Balsamiq

**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.

**Role**: Business Analyst

**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/Business Development

**Project 3: FYLE Expense app**

**Technology**: java

**Tools**: MS. Visio, Balsamiq

**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**.**

**Role**: Business Analyst

**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**

**Technology**: PHP

**Tools**: MS. Visio, Balsamiq

**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.

**Role**: Business Analyst

**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.
* 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