**R. RAJKUMAR**

**Operation Manager**

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| **KEY** **COMPETENCY** |
| * 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   **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. |

**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

**Technology**: Java

**Tools**: Ms. Visio, Balsamiq

**Project** 1: Developed a Banking Support application for vehicle inspection

**Project Description**:

**Role**: Business Analyst

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

**Technology**: Java

**Tools**: MS. Visio, Balsamiq

**Project 2: Developed a Third-Party application for Banking Domain**

**Project Description**:

**Role**: Business Analyst

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/Business Development

**Technology**: java

**Tools**: MS. Visio, Balsamiq

**Project 3:**

**Project Description:**

**Role**: Business Analyst

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

**Technology**: PHP

**Tools**: MS. Visio, Balsamiq

**Project 4: Billing Automation for Accounts Team**

**Project Description**:

**Role**: Business Analyst

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