

# AKSHAY KUMAR

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## CAREER OBJECTIVE

6 Years of overall experience, including 4 years of relevant expertise in BA roles within airline industry. Skilled in PNR management systems, Schedule Changes, and process optimization to enhance operational efficiency. Proficient in gathering and analyzing requirements, improving workflows and delivering value-driven solutions.

## PROFILE SUMMARY

- In-depth **knowledge of SDLC** in various phases (i.e **waterfall & agile**)
- Proficient in Waterfall Model: Gathered requirements using **Elicitation Techniques** and prepared **BRD, FRD, SRS prepared RACI Matrix, BCD**, created **UML Diagrams** and Prototypes and requirements tracking through RTM well versed with **UAT** handling Change Request.
- Expert in Agile Scrum: Creation of **user stories** and Added **Acceptance Criteria, BV & CP, Sprint & Product Backlogs** conducted various Sprint Meetings; **Sprint & Product Burndown charts** ensured **DOR** and **DOD** checklist.
- Strong Background in the **Airline industry** and **PNR management systems**, specializing in handling schedule changes, SSRs and ensuring seamless customer experience through domain-driven insights.
- Experienced in mentoring associates, supporting operational teams with **subject matter expertise**, and preparing **quality reports** to drive performance improvements.

## CORE COMPETENCES

- Business Analysis Planning and Monitoring.
- Elicitation and Collaboration.
- Project Management
- Strategy Analysis
- Requirement Analysis and Design Definition.
- Solution Evaluation
- Stakeholder management
- Requirement Life cycle Management.

## 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.

## WORK EXPERIENCE

2021 - PRESENT

Cognizant Technology Solution, Hyderabad

**Subject Matter Expert**

**Project Name:** Axis PNR Management System (Agile)

**Tehnology:** Python, JAVA Script

**Tools:** MS VISIO, Balsamiq Mockup

### Project Description

- Led the business analysis for the Axis PNR Management System aimed at streamlining airline operations like schedule changes, SSRs, segment updates, and ticket reissuance. Collaborated with cross-functional Agile teams to deliver key functionalities through well-defined user stories. Maintained product and sprint backlogs, tracked progress with burndown charts, and facilitated Agile ceremonies. Delivered detailed documentation and training support, enhancing tool adoption and operational efficiency.

**Role:** Business Analyst

### Responsibilities

- Assisted in **clarifying requirements** and ensuring a shared **understanding of the domain** among team members.
- Collaborate with the **product owner** and Business Analysts to **analyze** and **refine user stories** or requirements.
- Validate that user stories accurately reflect business needs and are feasible from a **technical and domain perspective**.
- Assisted in the development of **test cases** and **scenarios based on domain knowledge** by collaborating with the testing team to ensure that test cases cover all relevant aspects of the system,
- Provide feedback during **sprint reviews and retrospectives** to help the team improve its processes.
- Acted as a **Subject Matter Expert (SME)**, sharing **deep domain knowledge** with team members and resolving **functional doubts** during implementation.
- Identified **domain-specific risks** and collaborated with the team to devise **mitigation strategies**, improving sprint outcomes and product quality.

**Project Name:** SVAN Request Handling Application (Waterfall)

**Tehnology:** Python, JAVA Script

**Tools:** MS VISIO, Balsamiq Mockup, Axure RP Pro

### Project Description

Gathered and analyzed requirements for a chat-based customer support system addressing SVAN (Service Animal) requests and PNR-related issues. Integrated a dedicated SVAN Management Tool to help agents validate and process requests in line with airline regulations. Delivered BRDs, SRS documents, and process flows to guide development, training, and deployment. Improved resolution accuracy and reduced handling time through streamlined workflows.

**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 **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.
- Worked closely with customer service teams to map the SVAN request lifecycle within the chat process, identifying gaps and ensuring seamless integration with existing PNR workflows.
- Collaborated with **compliance and legal teams** to gather detailed **regulatory requirements** for processing SVAN (Service Animal) requests in accordance with **DOT guidelines**.

**2020 - 2021**

Sykes India Pvt Ltd, Hyderabad

**Senior Customer Support**

- Delivered prompt and accurate real-time support to customers through emails and chats, ensuring a seamless experience and providing insights into new features and functionalities.
- Methodically documented and tracked customer queries, solutions, and updates in internal databases, fostering efficient collaboration across cross-functional teams.
- Proactively monitored and addressed customer complaints on social media, enhancing overall functionality and efficiency.
- Conducted thorough analysis of product malfunctions through rigorous scenario testing.
- Responded swiftly and directly to customer inquiries, contributing to consistently high customer satisfaction ratings.

**2019 - 2020**

Teleperformance India, Jaipur

**Customer Care Executive**

- Specialized in providing dedicated support to Amazon sellers, addressing and resolving intricate challenges related to their seller accounts.
- Proficient in handling complex issues communicated through email channels, ensuring swift and effective solutions for optimal seller satisfaction.

**E D U C A T I O N**

**2014 - 2018**

**ANURAG COLLEGE OF ENGINEERING, JNTUH**

- Bachelor of Technology in Electronics and Communication Engineering (ECE)

**D O M A I N   K N O W L E D G E**

- Airline
- GDS
- Customer Service

**L A N G U A G E S**

- English
- Telugu
- Hindi

**C E R T I F I C A T I O N**

- Certified IT - Business Analyst IIBA [EEP]