

AKSHAY KUMAR

☎ +91 9032563235
✉ akshayguptha12@gmail.com
📍 Bhavani Street, Boduppal,
Hyderabad

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.

WORK EXPERIENCE

2021 - PRESENT

Cognizant Technology Solution, Hyderabad

Subject Matter Expert

Project Name: Axis PNR Management Tool

Tehnology: Python, JAVA Script

Tools: PNR Management

Project Description

- Spearheaded the analysis and documentation of requirements for a PNR management tool used to handle complex airline processes like schedule changes, SSR handling, segment modifications, and ticket reissuance.
- Collaborated with cross-functional teams including developers, testers, and product owners during sprint cycles to ensure timely delivery of user stories and product increments.
- Created and maintained product backlogs, sprint backlogs, and burndown charts; facilitated daily stand-ups, sprint planning, and retrospectives.
- Delivered end-to-end process flows, functional requirement documents, and training support to streamline agent usage of the Axis tool, improving resolution time and accuracy.
- Acted as a liaison between stakeholders and the tech team, ensuring business needs were translated into functional solutions with minimal gaps.

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 Tool

Tools: SVAN Accessing Tool

Project Description

- Gathered and analyzed requirements for a chat-based customer support system where associates assist passengers with SVAN (Service Animal) requests and various PNR-related concerns.
- Integrated the SVAN Management Tool within the chat process to help agents efficiently track, validate, and process service animal requests in compliance with airline regulations.
- Created detailed BRDs, SRS documents, and end-to-end process flows to support development, training, and deployment, resulting in improved resolution accuracy and reduced handling time.

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, ECE

C O R E C O M P E T E N C E S

- 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.

T E C H N I C A L S K I L L S

- 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.

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]