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| Nilansh KohliSenior Business Analyst8.7 years of experience in IT Industry |

**Profile:**

Business Analyst with **8.7 years of experience** in **process improvement, requirement analysis, and automation**. Skilled in **analyzing aftersales operations**, improving **service efficiency**, and working with **dealer management systems (DMS)**. Strong background in **requirement engineering, data analysis, and cloud computing**. Experience in **stakeholder collaboration, user acceptance testing (UAT), and Agile methodologies** to enhance business processes.

**Professional Experience:**

**Senior Business Analyst | CGI Group (May 2019 – Present):**

* Led aftersales process optimization, enhancing service turnaround times and dealer support efficiency.
* Collaborated with stakeholders to gather requirements and implement solutions, improving customer satisfaction and reducing service delays.
* Streamlined dealer management workflows, ensuring better tracking and reporting of service performance.
* Developed and automated Python-based data processing tools, reducing manual effort by 40%.
* Designed Power BI reports & dashboards to provide insights into aftersales performance metrics.
* Conducted UAT sessions to validate process improvements and ensure alignment with business goals.
* Managed JIRA-based Agile sprints, achieving a 95% sprint completion rate and improving process efficiency.

**Business Analyst| CGI Group (July 2016 - April 2019)**:

* Assisted in requirement analysis for aftersales support systems, enhancing dealer service workflows.
* Conducted data analysis using SQL and Power BI to identify trends in customer service and operations.
* Supported automation solutions development, reducing data processing errors by 30%.
* Collaborated with teams to implement process improvements in access management applications.

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| **Course** | **Institution** | **Graduation year** | **Percentage** |
| Bachelor of Technology in Petroleum Engineering  | Dehradun Institute of Technology, Dehradun  | 2016 | 79.5% |

 **Certifications**:

* Microsoft Certified: Azure Fundamentals (AZ-900)
* AWS Certified Solutions Architect – Associate.
* ITIL Foundation Certification.
* ECBA, CCBA, CBAP-Endorsed Business Analysis Fundamentals – Udemy
* AMCAT Certified Business Analyst & Data Processing Specialist.

**Awards:**

* **Corona Award (CGI)** – Contribution to process improvement in **requirement engineering.**
* **Certificate of Appreciation (CGI)** – Support in **business automation & data analytics initiatives.**

**Trainings and Additional Skills:**

* Salesforce Admin Training
* UiPath Business Analyst Training
* Unix Shell Scripting.