

# RAHUL KUMAR

**Phone:**  
8252231280

**Email:**  
rahulkumaropp25@gmail.com

**LinkedIn:**  
<https://www.linkedin.com/in/rahul-kumar-90503a65>

## Core competences: -

- 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 & Wireframe frames Tools: Axure & Balsamiq
- Modeling Tools: MS Visio, Draw.io.
- Database: SQL
- Project Management tool:- JIRA
- Reporting Tools: Power BI & Tableau.

## Domain knowledge:

Telecom,  
Stakeholder management, Customer relationship management , Stakeholder Liaison

## Education:

Bachelor of Engineering – Computer Science  
Tamil Nadu Anna University, India  
2009 - 2014

## Certificates:

Certified IT – Business Analyst IIBA

## Language:

English, Hindi

## Career objectives:

A highly motivated professional with 9.5 years of total experience in product development, including 6.5 years of relevant experience as an SME and business analyst. Skilled in gathering and analyzing business requirements, bridging gaps between stakeholders and technical teams, and delivering scalable solutions. Experienced in process improvement and requirement documentation.

## Profile summary:

- In-depth knowledge of SDLC in various phases (i.e waterfall & agile)
- Proficient in the Waterfall Model: Gathered and documented requirements through elicitation techniques, prepared BRD, FRD, and SRS, developed RACI Matrix, BCD, UML Diagrams, and Prototypes, and tracked requirements through RTM. Well-versed in managing UAT and handling change requests.
- Expertise in Agile Scrum: Crafted user stories with Acceptance Criteria, Business Value (BV) & Critical Path (CP), managed Sprint & Product Backlogs; and facilitated various Sprint meetings. Generated sprint & product burndown charts and ensured adherence to DOR and DOD checklists.
- Experienced in managing delinquent accounts, developing recovery strategies, overseeing legal proceedings, performing data analysis, optimizing processes, managing stakeholders, reporting, and generating actionable insights to enhance recovery processes and support strategic decision-making.

## Work Experience

### Comviva Technologies

#### Designation: Product Technical Lead (Bangalore)

Mar 2021 – Present

**Project 1:** Agile project: UNO (SMSC Traffic Reporting Management System)

#### Project description:

The project involves developing and deploying advanced reporting capabilities for the UNO SMS Messaging Platform, including real-time dashboards, automated report generation, data filtering, and performance analytics across multiple user roles.

#### Role: SME

#### Responsibilities:

- Provide deep **domain knowledge** and expertise related to the project's subject matter.
- Assist 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.
- Participate in **grooming** sessions to refine user stories and **acceptance criteria**.
- Clarify doubts, provide additional context, and assist in breaking down larger stories into smaller, manageable tasks.

- Work closely with the product owner and the team to define clear and **testable acceptance criteria** for user stories.
- Ensure that acceptance criteria align with **business goals** and are achievable.
- Share **domain knowledge** with team members to enhance their understanding of the project's context.
- Work closely with developers to answer questions, resolve issues, and provide guidance during the implementation of **user stories**.
- Assist in the development of **test cases** and **scenarios** based on domain knowledge.
- Collaborate 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.
- Identify potential risks or challenges related to the domain and work with the team to develop mitigation strategies.
- Proactively address issues that may arise due to gaps in domain understanding.

## **Project 2: Agile Project: Enhancing MMS Delivery Visibility & Optimization through Delivery Status Analytics**

### **Project description:**

The project leveraged delivery status indicators—Delivered, Deferred, Expired—to identify network inefficiencies, improve retry mechanisms, and enhance end-user message delivery rates.

### **Roles : 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 the **product backlog** using the **JIRA** tool.
- Prioritized and validated the requirements using the **Moscow** and **FURPS** techniques and added user stories to the sprint backlog based on prioritization order.
- Collaborated with the product owner and scrum master for **BV** and **CP** and assisted the product owner in the creation of **DOR** and **DOD** checklists.
- Participated in **sprint ceremonies** to remove **roadblocks** in the project.
- Generated **sprint** and to track the project progress.
- Participated in product planning and **UAT** to successfully deliver each sprint component.
- Ensure issues are identified, tracked, reported on and resolved in a timely manner
- Delivered product demonstrations and training for customers and internal teams.

## **TechAlpha Messaging LLC**

### **Designation: Sr. Business Analyst**

July 2019 – Feb 2021

### **Project 1: Waterfall project: ReplyCX—AI Chatbot Automation Platform**

#### **Project description:**

SaaS platform to automate customer interactions using AI chatbots. Enabled multi-channel communication through integrations with messaging and CRM systems. Aimed to improve customer engagement, reduce response time, and streamline support operations.

### **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.

**Monty Mobile**

**Designation:** Associate Product Team Member

Sept. 2017-June 2019

**Responsibilities:**

- Oversaw product lifecycle management with a focus on innovation and customer satisfaction.
- Supported search engine optimization (SEO), site audits, and user experience improvements.
- Delivered training sessions and provided issue resolution to ensure smooth product operations.

**Monty Mobile**

**Designation:** Network Operations Center (NOC) Lead

June-2016 to Sept. 2017

**Responsibilities:**

- Strong understanding of VAS applications with expertise in SMPP v3.4.
- Hands-on experience with configuration management tools such as OTRS and billing systems.
- Performed client testing, configuration, regular monitoring, and traffic analysis for all customers.
- Managed customer/vendor trouble tickets, led teams, and handled reporting.
- Conducted Root Cause Analysis (RCA) using PCAP files.
- Responsible for testing, monitoring, and optimizing message routing.
- Managed rate notifications, LCR supplier testing, and daily loss report analysis.
- Identified and onboarded new routes based on supplier rate analysis.
- Worked on customer-set targets to optimize and win traffic.

**WEBNOTRIX SOFTWARE SOLUTIONS LLP**

**Designation:** NOC Engineer-SMS

June 2014 – Feb 2016

**Responsibilities:**

- Responsible for activities related to monitoring traffic, testing, trouble tickets, and daily traffic report analysis.
- Handled responsibilities of providing 24x7 networking support in a production environment.
- Analyzing and monitoring the traffic.
- Executed the close trouble tickets that were raised during corrective maintenance by the team.
- Participated in performing testing on less traffic routes.
- Involved in preparing the daily progress report.
- Monitoring overall traffic and partially working on the VAS concept.