YOGESH GOWDA

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**Summary**

An ardent and well experienced**,** Solution driven **IT Analyst and Business Analyst in Pike Solutions with total 3 Years of** Experience and expertise in independently leading projects by organization of repute in **IT Domain**.

**PROFILE SUMMARY**

* Experience in preparing the **BRD** (Business Requirement Document), **and FRD**
* In depth knowledge of various phases of **SDLC (Agile-Scrum and Waterfall)**
* Highly proficient in preparing **process flow diagrams** and modelling the requirement using **UCDs.**
* Collaborated with Development team and Business team in translating business requirements into **User stories**.
* Proficient in all phases of the solution customization cycle involving business requirements study and problem identification, **GAP analysis** and customization finalization, **Change management and implementation**, **UAT** and support.

**PROJECTS**

**Project Name:** Insure Care

**Tools Worked On**: Jira,Scrum, SQL,Power BI

**Methodology:** Agile

**Role:** Business Analyst

**Project Domain**: Accenture

**Key Expectations:**

* Managed the different stakeholders involved in the implementation and facilitated the project implementation.
* Responsible in addressing Requirement Analysis and Design the requirements and evaluating the solution.
* Assisted the PO in creating the Product Backlog and moving to Sprint Backlog based on prioritization.
* Collaborated with development team and business team in translating business requirements into User stories.
* Actively participated by collaborating with team in performing Gap Analysis, SWOT Analysis and Decision Analysis in the end to end implementation of Insure Care application

**Project Name:** Mail Smart App

**Tools Worked On**: Jira,Scrum, SQL,Power BI

**Methodology:** Waterfall

**Role:** Business Analyst

**Project Domain**: Infosys

**Key Expectations:**

* Designated and created technical/function specification for reporting and data extraction requirements,
* Responsible for BRDs, FRDs with respect to the new functionalities.
* Experienced in co-ordinating with business and IT across all phases of Software development life cycle (SDLC) with successful hands on in Waterfall methodology.
* Responsible in understanding the business process flows, addressing the requirements using UCD and prototyping in addressing the solution requirement.
* Facilitated the team for the end to end implementation of Mail Smart Application.
* Prototyped the requirements for the understanding of the stakeholders. Lead a resulted oriented team and managing the Branch profitability. Ensuring high quality service and Customer Relationship Management.

**PROFessional Experience**

**Business Process Delivery Associate**

ACCENTURE | BENGALURU | Aug 2023-Current

* Answering inquiries regarding policy coverage, benefits and claims.
* Assisted providers in understanding member’s health plans, deductibles, co-payments and out of pocket costs.
* Maintained compliance with HIPAA regulations to protect sensitive customer information.
* Processed claims, authorizations, and eligibility verifications per insurance regulations and company policies.
* Coordinated with internal teams and healthcare providers to address escalated issues and ensure timely resolution.
* Strong problem-solving and communication skills, handling 30 + customer inquiries daily.

**Technical Support Specialist**

INFOSYS BPM | BENGALURU | Mar 2022-Jun 2023

* Responsible for creating and managing Google workspace accounts within the Google workspace admin.
* Controlled and managed user access by configuring and monitoring identity and access management settings.
* Implemented and managed security settings including password policies and two factor authentication.
* Configured and managed Gmail settings including spam filters, forwarding rules and email routing.
* Configured and managed settings related to Google drive including access permissions, sharing settings and storage quotas.
* Used exceptional planning and prioritization skills to manage and resolve high volumes of incident tickets

**Helpdesk Associate**

NTT DATA | BENGALURU | Oct 2019-Mar 2022

* Served as the first point of contact for customers seeking technical assistance via phone, chat, and email, ensuring prompt and efficient resolution of issues.
* Provided Core IT support, addressing clients worldwide, and demonstrated expertise in troubleshooting and configuring desktop hardware and peripherals.
* Worked collaboratively in a team environment, effectively communicating through chat systems such as Microsoft Teams and Skype.
* Utilized ServiceDesk Ticketing Tool – ServiceNow to create and manage tickets, ensuring adherence to SLAs.
* Demonstrated strong customer service skills, resolving issues within SLAs and providing accurate information on IT products and services.
* Recorded events and problems and their resolutions in logs, ensuring accurate documentation of support activities.

**Customer Support Representative**

BIG BASKET | BENGALURU | Nov 2018-Oct 2019

* Assisted customers with order placement, modifications, and cancellations via calls, emails, and chat.
* Processed refunds, returns, and replacements as per company policies.
* Provided information about products, promotions, and offers to customers.
* Ensured adherence to service level agreements (SLAs) and quality standards.
* Processed refunds, returns, and replacements as per company policies.

**Education and Training**

**Bachelor in Engineering: Electronics & Communication**

RAJARAJESWARI COLLEGE OF ENGINEERING | | BENGALURU | May 2017

**Languages**

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| **English, Kannada and Hindi** |

**Websites, Portfolios, Profiles**

* www.linkedin.com/in/yogesh-gowda-a464a0328