Akshay Kumar

Subject Matter Expert

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01 PROFILE

Certified Business Analyst (IIBA) with 4+ years of experience delivering data-driven business solutions across IT and operations. Expertise in analyzing and improving systems in the airline and food delivery domains. Successfully executed projects using both Agile and Waterfall methodologies. Skilled in requirement gathering, process modeling, stakeholder collaboration, and end-to-end project documentation.

02 EMPLOYMENT HISTORY

Nov 2021 — Present

Hyderabad

Subject Matter Expert at Cognizant Technology Solutions

- Serve as a go-to expert for the team, auditing PNRs and special service requests to ensure they meet quality standards and client expectations.
- Offer hands-on support to associates by clarifying process-related doubts, guiding them through complex cases, and sharing best practices.
- Provide regular, constructive feedback and one-on-one coaching to help team members improve performance and accuracy.
- Create detailed audit reports and individual performance summaries, helping leadership track trends and take informed decisions.
- Work closely with training and ops teams to run calibration sessions, support refresher training's, and ensure consistency in quality evaluations.
- Actively contribute to pilot processes and high-priority cases, using domain expertise to improve workflows and outcomes.

03 PROJECTS

Hyderabad

Customer Order Information (COI) Tool – Waterfall Model

Role: Business Analyst

- Led the end-to-end business analysis for a 24/7 customer service support tool in a food delivery platform.
- Gathered functional and non-functional requirements and created BRD, SRS, use cases, and RTM.
- Worked with cross-functional teams to define workflows, business rules, and escalation mechanisms.
- Contributed to end-user training and documentation for seamless on boarding.

Hyderabad

Axis PNR Management Tool – Agile Model

Role: Business Analyst

- Collaborated in Agile sprints to develop a PNR management system for handling schedule changes, SSRs, and automation failures in airline operations.
- Created and maintained Product Backlog, Sprint Backlog, and detailed user stories with acceptance criteria.
- Participated in daily stand-ups, sprint planning, and retrospectives.
- Developed burn down charts, tracked progress, and ensured timely delivery of features.

04 EDUCATION

Jun 2014 — Mar 2018
Hyderabad

Anurag College of Engineering
Bachelor of Technology (B.Tech)

Jun 2012 — May 2014
Hyderabad

Sri Chaitanya Junior Kalsala
M.P.C

Apr 2011 — Apr 2012
Hyderabad

JGR High School
Secondary School Certificate

05 SKILLS

Requirements Gathering

Stakeholder Communication & UAT

Business Process Modelling & Gap Analysis

Airline Domain & Customer Service Tools

Agile (Scurm) & Waterfall Methodologies

06 TOOLS

MS Visio

Balsamiq Mockups & Axure RP Pro

Power BI

Axis Tool

JIRA Tool

07 CERTIFICATION

Certified IT Business Analyst from COEPD (IIBA - EEP)

Hyderabad