NEHA THORAT

Pune, India

Sneha3sep@yahoo.com

Experienced travel industry professional with over 7 years of expertise in customer and retailer-centric roles. Proficient in airline fares, ticketing, reissues, refunds, and queue management. Skilled in team building, analytics, and reporting. Adept at handling global travelers and well-versed in GDS systems like Galileo/CRS, Amadeus, Concur tool(travel and expense management and booking) MS Office/Excel, Jira Portal, Cytric, and ServiceNow. Highly motivated, optimistic, and result-oriented, seeking to leverage my skills for organizational growth and personal development.

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.
* 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.
* **Proficient in Power BI used in concur application**
* **Experienced in Agile used for Cytric application implementation for travel bookings.**

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

**1)Project Name** Concur Application **Duration** Mar2022 to Present

**Methodology** Agile **Tools** SQL, JIRA, SCRUM,

**Worked On** Power BI, Tableau

**Project Domain** Concur **Role** Business Analyst

2) **Project Name** Cytric **Duration** July2018 to Nov2021

**Methodology** Agile **Tools** SQL, JIRA, SCRUM,

**Worked On** Power BI, Tableau

**Project Domain** Cytric **Role** Business Analyst

WORK EXPERIENCE

 **Qualys Security Tech Services - Mobility Analyst**
*March 2024 – Present*

Project name:- |Agile|

Project description:-

* Hands-on experience with Concur and Egencia applications.
* Provided extensive support for QSC group bookings including SAB and PAB travelers, ensuring personalized attention and logistics management for each traveler, including external clients.
* Managed bookings for all C class travelers, including CEO.
* Assisted employees globally for Indian e-visa application.
* Arranged flight, hotel and cab bookings for almost 15 group bookings of 40-50 travelers for many events throughout the year single handedly.
* Actively and timely supported with managing records for invoices and expenses with the Travel and Expense management tool.
* Developed long and short-term strategies aligned with Mobility’s vision and goals.
* Compared the pricing for hotel as well as flights and rail bookings on several platforms and booked the most compatible options.
* Prepared cover and invitation letters for employees traveling globally.
* Conducted data analysis of global travel expenditures.
* Demonstrated enthusiasm for learning new tools and procedures to address short-term challenges.

Role:-BA

Responsibilities

* Agile
* Agile
* Agile
* Agile
* Proficient in Concur application

 **Jade Global - Travel Specialist**
*May 2022 – June 2023*

Project name:- |Agile|

Project description:-

* Managed end-to-end travel plans for all staff across India, including CEO and senior executives and US employees.
* Processed employee expense claims and invoices using Concur.
* Supported travelers with travel service platform queries and payment issues.
* Maintained and updated a database of employee travel profiles.
* Managed emergency changes professionally and calmly.
* Coordinated travel approvals and ensured adherence to travel policies.
* Verified vendor bills and coordinated with the finance team for timely payments.
* Acted as a single point of contact for travel, coordinating with managers and travelers to find the best options within policy guidelines.
* Stayed updated with travel regulations, industry trends, and emerging technologies.
* Assisted with office stationery and supplies vendor management as needed.

Role:-BA

Responsibilities

* Agile
* Agile
* Agile
* Agile
* Proficient in Jira and Concur application

 **TomTom - Administrator (Travel Coordinator India & EMEA)**
 *August 2019 – November 2021 (Contract Basis)*

Project name:- |Agile|

Project description:-

* Organized end-to-end business travel arrangements.
* Identified business travelers’ needs and preferences to provide suitable services.
* Scheduled hotel and flight arrangements.
* Assisted internal customers with visa requirements.
* Coordinated daily operations with the Travel Management Company and vendors.
* Ensured travel needs were met within the company travel budget.
* Coordinated travel approvals and adhered to policies and procedures.
* Responded to travel-related inquiries and resolved issues.
* Managed multi-tasking requirements and handled traveler queries effectively.
* Monitored travel environments and issued travel alerts to ensure traveler safety.
* Created travel itineraries and strived for maximum customer satisfaction.
* Managed travel services within APAC and EMEA.
* Coordinated and supported global travel projects, including sustainable travel, risk management during the pandemic, and back-to-office travel projects.
* Managed coordination with TMC to ensure traveler experience and operational excellence.
* Worked on group bookings, ticket bookings, and visa processing for Hackathon events.
* Identified areas for continuous improvement to enhance travel service quality.
* Supported arrangements to deliver smooth and efficient travel for all employees.
* Consulted with travelers and TMC to assess travel requirements, document needs, and discuss options for process improvements.
* Establish regular interactions with travelers within APAC and EMEA to understand operational expectations.
* Monitor & supervise travel invoices approvals & timely payments for travel services.
* Monitor travel policy compliance.
* Manage & maintain up-to-date information regarding travel services for travelers.
* Worked with the team for implementation and training of online booking tool (CYTRIC) for India and EMEA.
* Helped with HR team for admin work as and when required.

Role:-BA

Responsibilities

* Agile
* Agile
* Agile
* Agile
* Cytric application implementation

 **Carlson and Wagonlit Travels - Travel Counselor**
 *November 2017 – July 2019*

Project name:- |Waterfall|

Project description:-

* Provided end-to-end travel solutions for corporates like Macquarie, Monsanto, Visa International, Thomson Reuters, JPMorgan, Emerson, and Vodafone.
* Assisted clients with travel visa processing.
* Worked productively in the Reservation & Ticketing department.
* Highly skilled in planning, selling, and reissuing tickets for corporate clients.
* Built solid work relationships with customers.
* Provided quotes for travel expenses and applied discount programs where necessary.
* Coordinated entire travel experiences, including itineraries, accommodation, and visas.
* Handled group ticketing for 300 people for an annual conference for Bayer, receiving many appreciations.
* Played a major role in recovering outstanding amounts from corporate clients.
* Processed visas for group workers for events in Europe.
* Processed travel insurance.

Role:-Business analyst

Responsibilities:-

* Waterfall
* waterfall
* waterfall
* waterfall
* Sharepoint application

 **Girikand Travels - Air Ticketing Executive** *November 2016 – November 2017*

* Worked as a Travel Consultant productively in the Reservation & ticketing department. Worked productively in the Reservation & Ticketing department.
* Initially involved with reservation & ticketing, inbound & outbound calls.
* Highly skilled in planning and selling tickets for tour packages, group tours, FIT, and corporate clients.
* Provided quotes for travel expenses and applied discount programs where necessary.
* Assisted clients and non-IATA travel agents with queries, concerns, suggestions, feedback, and appreciations via email.
* Communicated appropriate information to clients regarding fares and itineraries.
* Handled fare breakups, ticket refunds, partially used ticket refunds, exchange interline tickets, even exchanges, or involuntary exchanges.
* Achieved targets for groups and PLB carriers.
* Advised clients on travel arrangements and dealt with cancellations and refunds.
* Managed Int Rail – Eurail and Amtrak, travel insurance, holiday packages, domestic and international ticketing.

CAREER ACHIEVEMENTS

* Nominated as Employee of the Month twice for achieving the highest sales target and customer satisfaction survey.
* Received Star Performance Awards three times in one and a half years.
* Received appreciation for handling over 1200 staff for an annual event held by Monsanto within two weeks.
* Promoted to a new account for the implementation of Vodafone corporate at an implant location.
* Received appreciation from travelers for handling last-minute visa applications.
* Achieved 2 Bravo Awards and 1 Employee of the Month Award for consistently achieving more than 135% CU and TAT for emails and calls.

EDUCATIONAL QUALIFICATIONS

|  |  |  |  |
| --- | --- | --- | --- |
| Sr. no | Degree | Year | University |
| 1. | B.A (Bachelor of Arts, Hindi) | 2011 | Mumbai University |
| 2. | BTS (Bachelor of Tourism Studies) | 2016 | IGNOU |

Certificates:

Certified IT – Business Analyst IIBA [EEP]

ADDITIONAL INFORMATION

* Teamwork: Effectively communicates to delegate responsibilities using interpersonal skills.
* Effective presentation and communication skills.
* Quick learner, self-motivated, and multi-tasker.
* Accuracy and punctuality: Precise with details and facts (detail oriented).
* Able to take decisive action and work with other teams and staff members effectively to reach viable solutions and goals.
* Hands-on experience in creating and maintaining internal process flows.
* Decision making, critical thinking, organizing, and planning.
* Well acquainted with Concur, Jira Portal, Service Now platform, MS Office.

PERSONAL DETAILS

 **Name:** Neha Nagesh Thorat.

 **Languages Known:** English, Hindi, and Marathi, Basic Deutsch (German).

 **Marital status:** Unmarried

 I hereby declare that the above furnished details are true to the best of my knowledge.

 **Date-** 27/1/2025