

## Data Analyst with 5 Years of Experience

### PROFESSIONAL OVERVIEW:

- 5 Years of experience in Data Analyst and Business Analyst.
- Collecting and interpreting data, analyzing results.
- Acquire data from primary or secondary data sources and maintain databases/data systems.
- Proficient in Requirement Gathering and Analysis.
- Involved in preparing functional artifacts like BRD/FSD with business process flows.
- Involved in understanding CBR document & Designing solutions of the requirements.
- Involved in all phases of Project Implementation; Project initiation, solution design, build delivery, SIT/UAT, Production go live & milestone sign off from business.
- Have good exposure to SDLC Process.
- Expertise in writing Functional and Non-Functional Test Cases.
- Expertise in telecom applications and integrations vis. TABS, PACS, EMA, SMSC, FX, CRM and Oracle/DB2 Database.

### Key Skills:

- IT Software Project Management, Business Analysis, Data Analyst
- Proficient in Microsoft Office (Word, Excel, Outlook, PowerPoint, Visio)
- Expert knowledge of SQL and relational database management systems
- Process improvement, Strategic Planning, Data Management, Team Management
- Change Management, Risk Management, Incident Management, Customer Relationship Management
- Familiar with Agile Software Development Methodology
- Java/J2EE, HTML, CSS, JavaScript
- JIRA
- UML
- SAP MDM
- SNOW

### EDUCATIONAL CREDENTIALS

B-Tech in Computer Science

## PROJECTS HANDLED

### **Project#1: Customer Master Data (CMD)**

Tools Used: SAP MDM, Excel, Word, SNOW, SharePoint, UML, JIRA, PowerPoint, Visio.

**Description:** Customer master data is the data you require to conduct business relationships with your customers. It includes address data and terms of payment, for example. It also controls how business transactions are posted to a customer account and how the posted data is processed.

#### **Responsibilities:**

- Collecting and interpreting data.
- Analyzing results.
- Reporting the results back to the relevant members of the business.
- Identifying patterns and trends in data sets.
- Performing Data Quality Audits.
- Defining new data collection and analysis processes.
- Managing Quarterly and Annual Mass Changes for CMD.
- Performing SMOKE Testing and UAT.
- Prepared business models, Flowcharts and diagrams.

### **Project#2: Global KYC (GKYC)**

Domain: Telecom

Tools Used: SOAP UI, IBM Data Studio, MS Visio, Excel, Word, JIRA.

**Description:** Global Know Your Customer (KYC) System Roll-out for PAN-Africa. Airtel is a global telecommunications company with operations in 14 countries in Africa. Airtel requires a Subscriber Registration System to automate, speed up and make the SIM registration process error free, by introducing cutting edge mobile technology that is efficient, full-proof and designed to handle large volume of data. Orange stands firm as a partner of the digital transformation in Africa.

#### **Responsibilities:**

- Involved in requirement gathering with business and IT directors of Airtel and Orange.
- Involved in preparing functional artifacts like BRD/FSD with business process flows.
- Involved in writing User Acceptance Test cases.
- Prepared business models, Flowcharts and diagrams.
- Involved in all the phases of Project Implementation.
- Involved in finding Issues/Defects and Defect tracking till closure.
- Involved in Data Analysis.

**Project#3: Airtel Africa Web Self Care**

Domain: Telecom

Technologies Used: SQL.

Tools Used: SOAP UI, IBM Data Studio, MS Word, MS Visio, JIRA.

**Description:** Airtel Self Care is built on the principles of SaaS (Software as a Service) that can be deployed and offered on a “private” cloud platform. Both in-bound and out-bound communications in all modes (SMS, Email and Web interface) are supported from within the Self Care.

**Responsibilities:**

- Involved in understanding CBR document & giving solutions of the requirements.
- Involved in preparing functional artifacts like BRD/FSD with business process flows.
- Involved in integrating product with LMS, SMSC, SMTP, UCIP, VSIP, and Call Forwarding & Voicemail.
- Prepared business models, Flowcharts and diagrams.
- Involved in Data Analysis.

**Project#4: TEM (Telecom Expense Management)**

Domain: Telecom

Technologies Used: HTML, CSS, JavaScript, SQL.

Tools Used: SOAP UI, IBM Data Studio, MS Word, MS Visio, JIRA.

**Description:** TEM (Telecom Expense Management) is a Web based Report Suite for Telecom Corporate Customers. This is helpful for corporate accounts of Telecom in Analyzing, paying and generating bills. It supports in generating reports of vast data. The information provided by the bill analyzer ranges from simple billing statements to detailed service usage information of Mobility, Infotel and AES and LDS services.

**Responsibilities:**

- Involved in understanding CBR document & giving solutions of the requirements.
- Involved in development of Corporate Admin & Corporate User Creation module.
- Involved in preparing functional artifacts like BRD/FSD with business process flows.
- Involved in integrating product with CRM, FX, WCM, Payment Gateway, ILMS systems.