**ANKUR DUBEY**

**Email Id.: pramodp@iquadra.com**

**Mobile : 770-467-3066**

##### SUMMARY

* **8.5 years** of strong business analysis and IT experience and extensive knowledge of implementing IT into main stream business functions with Degree in Management and Engineering
* Deliver comprehensive and detailed business requirements, workflows, use cases and test cases for review and validation by business and technology teams.
* Identify and document project scope; identify issues, risks, dependencies and assumptions to ensure accurate planning
* Excellent knowledge various **SDLC** methodologies such as RUP, Waterfall, RAD and Agile and concepts like Service Oriented Architecture (**SOA**).
* Expert at modeling using **UML** (class diagrams, object diagrams, use case diagrams, state diagrams, sequence diagrams, activity diagrams, and collaboration diagrams)
* Adept at **managing stakeholder expectations** from initiation till implementation of project.
* Conducted **multiple interviews** to elicitate and identify and prepare **use cases** and document UC Specifications
* Experience in conducting Joint Application Development **(JAD) sessions** to limit projects exposure to unforeseen changes.
* Tactful at handling **difficult stakeholders** to get consensus on requirements.
* Adept at preparing/writing Business Requirement document **(BRD),** system requirement specification (**SRS**), system design specifications (**SDS**), project plans and functional specifications..
* Excellent **Analytical skills** to identify AS-IS and TO-BE business processes and experience in transforming these into technical specifications for preparing test plans.
* Diversified Experience in Telecom/Aviation/Automotive/Sales and supply chain management.
* Proficient in using testing tools like HP QC and Loadrunner.
* Proficient in **customizing** already existing business practices, workflows, activities and deliverables. Proficient with MS office and in SQL.
* Knowledge of working on cost-benefit analysis and forecasting techniques.

### Technical and functional experience in SAP (SD/FICO/MM) and other order management system and Sharepoint.

### Extensively performed feasibility studies, GAP analysis, SWOT analysis and Cost/Benefit analysis, marketing analysis.

### Experience with both new business systems as well as existing system enhancements

* Experience assuming the leadership role in both business and technical domains
* Participate in the planning, execution and validation of system, regression and user acceptance testing (UAT).
* Excellent **communication and interpersonal and analytical skills**.
* Strong **technical plus business** intellect supported by strong educational background.

**TECHNICAL SKILLS:**

Testing Tools: HP Quality Center, Loadrunner, TFS

Languages : C, SAP-ABAP, SQL.

ERP : SAP, ICargo; CRM (Siebel/Sugar/PeopleSoft)

Databases : SQL Server 2005, Oracle 10G, DB2

BI : Informatica

**PROFESSIONAL EXPERIENCE**

**Project Details-1:**

Client : **Hawaiian Airlines, HI, USA**.

Duration : December 2013 to till date

Role : Business Analyst

**Client Profile:**

*Hawaiian Airlines, Inc. is the largest airline in Hawaii. It is the 8th largest commercial airline in the US, and is based in Honolulu, Hawaii*

***Key Responsibilities:***

Working on multiple Web Projects for Cargo and Passenger website and Mail distribution bidding projects

* Strong Expertise in Airline domain in both the verticals of Passenger and Cargo.
* Following requirement elicitation procedure from ‘stakeholder’s analysis’ to meeting them for their input.
* Collaborated with the client to prepare the SOA requirement document by filtering out the SOA requirements from the project level requirements.
* Reviewing requirements before finalizing and signoffs.
* Communicating with vendors to ensure that the desired web designs are being delivered and development is in conformance as per requirements.
* Reviewing and providing inputs for UX.
* Coordinated with the Architect and developers and explained the business requirement.
* Created Use cases and Service Contracts as part of project artifacts while working on Waterfall and Agile development framework.
* Planned QA team engagements for SI and ST and facilitated user acceptance testing.
* Capturing business knowledge and suggest process improvements in the area of Airwaybills, known shipper and credit forms and with design and development of complex business logic for rate calculator.
* Maintained the Document version control, test plans and requirement traceability Matrix, pre-Go-live Cutover plans.
* Performed complex data mapping to move legacy application services to SOA services.
* Continuously seeks to expand and improve personal knowledge in the area of Agile best practices.
* Developing test scenerios and test case and assisting QA team in it
* Experience with Airline E-commerce in terms of reservations and bookings, customer loyality and online experience.
* Assisting in preparation of cost benefit analysis in mail distribution projects there by gathering all the cost that would be incurred in achiving it.
* Working closely with project manager and business owners to ensure meeting project timelines and cost.
* Managing documentation using SharePoint application.

**Project Details-2:**

Client : **T-Mobil, USA**.

Duration : Jan 2013 to Nov 2013

Role : Business Analyst

**Client Profile:**

*T-Mobile US, Inc. is the American operating entity of the German wireless network operator T-Mobile International AG.*

***Key Responsibilities:***

Working on Market expansion for both product and channel expansion for T-mobil Go smart product.

* Market analysis using SWOT/4Ps and Portor’s 5s, working on 5W1H framework.
* Gathering business requirements and preparing In Scope, Out of Scope, Assumptions, Risks, Dependencies, Account Type based on it.
* Creating UML and Use Cases derived from the business requirement.
* Channel analysis and upgradation recommendation.
* Incorporating and suggesting changes in General ‘Go Smart’ Activations, Existing SIM Starter Kit, National ‘Retail SIM’ Kit, National ‘Retail Refill’ Cards, National ‘Retail Device’ Kit with SIM and etc by studing ASIS-TOBE and Moscow requirements processes in detail and alligning it with the product requirements.
* Study of best practices and incorporating and suggesting modification in various business units like Customer Care, Sales, Supply Chain management, Commissions and Acquisition and Retention Accounting for streamlining the processes and enhancing better customer and partner experience and alligning it with the business requirements.
* Managing SOX compliances. Planned QA team engagements for facilitated user acceptance testing
* Suggesting enhancement in existing OSS/BSS, like SAP-ERP particularly SD for new sales area, material creation, pricing and order management, in SAP CRM and Siebel system for better communication in terms of Revenue Accounting, Acquisition & Retention Accounting, Contract Sales Code Administration, Dealer Financial Service.
* Documenting SAP modifications for change or creation of Organization unit, Material, pricing, stock, free goods etc. Document Approvals & Enterprise IT Handoff Approvals.
* Excellent knowledge of SAP, ALE & IDOCS and other system tools for better IT understanding.

**Project Details-3:**

Client : Minda Corporation Ltd, New Delhi, India.

Duration : Aug 2011 - December 2012

Role : SAP Business Analyst

**Client Profile:**

*Minda Corporation Ltd* *is Tier-1 vendor for the automotive companies for security solutions, door systems, die castings, plastic interiors and other vehicle accessories.*

***Key Responsibilities:***

Worked as business analyst in SAP environment in SAP implementation at client side.

* As SAP Business Analyst, delivered comprehensive and detailed business requirements, workflows, use cases and test cases for review and validation by business and technology teams.
* Identify and document project scope; identify issues, risks, dependencies and assumptions to ensure accurate planning.
* Assist in data transformations, data migration mappings, and the creation of data upload.
* Participate in the planning, execution and validation of system, regression and user acceptance testing (UAT). Extensively using HP ALM and loadrunner.
* Support rollout of IT solution by preparing training material and/or online help, providing training to users, and contributing to the establishment of future policies, procedures and standards.
* Managing coordination between various SAP teams (SD/ABAP/HR/MM/).
* Extensive documentation support on SAP ERP and Windchill PLM integration scenerios.
* Study and documenting design data and version control requirement for Windchill PLM and SAP implementation.
* Exposure to report generation though queries and ABAP programming in SAP environment.
* Liaise between the business users and the technology teams. Manage sign-offs and relationships with business stakeholders.
* Specifying business requirements in term of order, delivery, billing, logistics etc.
* Excellent configuration knowledge of sales order/billing/logistics. Specifying Intercompany and Third party billing scenarios.
* Develop subject matter expertise of IT applications and surrounding business procedures.
* Participate in peer reviews to ensure the quality of requirements/use cases.
* Cross-train and assist less experienced peers, assist in providing timely directions.

**Project Details-4:**

Client : STL, New Delhi, India.

Duration : June 2010 – July 2011

Role : Business Analyst (IT-CRM)

**Client Profile:**

STL is a technology partner for sales and service for fortune 500 companies including Apple, Adobe, PTC etc, SUGAR-CRM software would enable them to keep track of their sales activities.

***Key Responsibilities:***

* Responsible for assisting the Business Operations organization with documenting current and proposed business processes (AS IS- TO BE).
* Elicit requirements using interviews, document analysis, surveys, site visits, business process descriptions, use cases, business analysis, and task and workflow analysis.
* Managing information for sales cloud and service cloud environment.
* Develop a thorough understanding of business processes, data flows, and service provider systems. Participate in end-to end implementation planning to include change management, training and support.
* Developing/documenting end to end business processes utilized to support clients.
* Modify existing process models to reflect changes required to support new Clients, responsible for identifying the impacts of proposed changes to the current processes.
* Work with business process owners, create useful process diagrams aligned with the enterprise process models. Coordinate business updates to the model.
* Document business requirements and work with business partners, Third Party Administrators, and IT on appropriate design decisions.
* Create and co-own functional specifications for new and/or enhanced data transmissions.
* Managing documentation using SharePoint application and integrating sharepoint with CRM.
* Help and support the translation of business processes in technical user requirements.

**Project Details-5:**

Client : Air India, New Delhi, India.

Duration : Oct 2008 – May 2010

Role : Business Analyst

**Client Profile:**

*Air India is the flag carrier airline of India owned by Air India Limited, a Government of India enterprise.*

***Key Responsibilities:***

Worked as business analyst in Cargo domain for upgradation of I-cargo and for passenger domain for change in bag fee structure at client side.

* Requirements elicitation for Cargo management software (I-Cargo) upgrade.
* Meeting with Stakeholders and reach out to consensus on requirements
* Participation in vendor’s demonstration and identifying improvement areas.
* Ensuring key business processes like master data management and revenue accounting are documented.
* Identifying AS-IS and TO-BE business processes and experience in transforming these into technical specifications for preparing test plans
* On web project, ensuring all the key stake holders are being interviewed and their requirements for change in bag fee is documented and then reviewed.
* Analysis and recording requirements on Reservations, Check-ins, ACS, legal, marketing and web analytics.
* Identifying Non-Functional requirements.
* Developing high level test plan and reviewing them with business owners.
* Assisting QA team thereby knowledge transfer and suggesting them the scenarios
* Identify and document project scope; identify issues, risks, dependencies and assumptions to ensure accurate planning.
* Managing documentation using SharePoint application.

**Stanvac Chemicals Pvt Ltd.** as **SAP** Business Analyst (EU) **(July 2005 – June 2007).**

***Duties & Responsibilities:***

* Mapping the inquiries in SAP system. Taking care of generating reports related to sales from inquiry to billing. Preparation of Report. Generating various reports from SAP for analysis and management control.
* Receiving of raw and packing material in SAP. Physical stock verification of raw material and packing material. Preparation of GRN of raw material and packing material.
* Close coordination with IT department, propose enhancement of the SAP system and of the methods in order to improve the reliability of the data in the Cost Centers and Projects costs.

**PERSONAL DETAILS**

Languages known : English, Hindi, German, French