

## EXPERIENCE

Sep'20 – present | Business Analyst

Company : Indian Consultancy Service Company  
Client : National Health Authority

**Achievements** : Continuous IT support to the national flagship health insurance scheme of the government of India aka AB-PMJAY: Ayushman Bharat- Pradhan Mantri Jan Arogya Yojana; Onboarding of CGHS, RAN & HMDG schemes on NHA's IT portal; ABHA / Health ID integration in PMJAY card processing; Replacing static SECC with dynamic NSFA data for beneficiary identity.

**Responsibilities** : Requirement gathering & elicitation; Feasibility analysis of new requirements; Documentation – BRD, SRS, FRS; Customer Relationship Management / Client interactions; Managing CR deliveries – Requirement, Development, UAT, Deployment; Manage Support Portal – Ticketing tool; Data Analysis - extracting insights from database by SQL; Lead a team of 18 members.

Oct'17 – Sep'18 | Developer

Company : Indian Consultancy Service Company  
Client : Deutsche Bank

**Responsibilities** : Supporting a Java & SQL based application – level III; Coordinate with developer, business, and other relevant teams to give final resolution to complicated tickets.

Apr'16 – Jun'17 | Graphic & Instructional Designer

Company : Indian Consultancy Service Company  
Client : SAP e-learning

**Responsibilities** : Create graphics and 2D animations in Adobe Flash and Photoshop; Record, edit and sync simulations in WPB tool of SAP

## EDUCATION

2018-20 | MBA - Master of Business Administration

✓ Institute : Jamia Millia Islamia, New Delhi  
✓ Major/Minor : HR / Operations  
✓ Score : 7.8 CGPA

2011-15 | B.Tech - Bachelor of Technology

✓ Institute : Aligarh Muslim University, Aligarh, UP  
✓ Specialization : Electrical Engineering  
✓ Score : 7.8 CGPA

2009-11 | Class XII

✓ Institute : SSSC Boys, AMU, Aligarh, UP  
✓ Score : 74 %  
✓ Distinction : in Mathematics

2008-09 | Class X

✓ Institute : Kendriya Vidyalaya Sangathan, Bihar  
✓ Score : 86.6 %  
✓ Distinction : in all subjects



ADIL

IT Analyst

## CONTACT

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Nationality : Indian

Currently in : Dubai, UAE

## CERTIFICATIONS

- Certificate in Business Analysis
- Agile Product Owner Role Foundations
- Product Specialist Program

## SKILLS

- MS Excel (+ Macros & VBA)
- MS Power BI, Visio, Word, PPT
- SQL, JIRA, Notepad++
- Agile way of work
- Requirements Analysis
- Data Analysis
- UAT, Quality Assurance
- Business communication
- Documentation
- Stakeholder Management
- Team coordination
- Problem solving
- Adaptability; Presentation

