**ZUBEEN**

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**IT Professional with 8 years of experience in IT Business Analysis and related process including, Project Management and building an Operational support**

(**Objective**: Seeking a position of IT business Analyst, Operational support Manager)

* An experienced, disciplined, and highly-motivated Business Analyst who has worked on a wide range of projects within both the Public and Private Sectors.
* An accomplished and fluent communicator with strong investigation, problem-solving and decision-making skills, combined with a pragmatic approach and sound business acumen.

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| **Core Skills**     * Business liaison to IT * Project design, scope and management – following SDLC. * Strategic and technical planning * Lean six sigma methodology * PMO frame work * Employee training and mentoring * Process and performance improvement * Creating mockup screens * Creating test cases | **Technical Skills**   * Lucid chats, Ms Visio * Functional knowledge of Oracle HCM, Oracle financials * Workflow Management System( Perfect forms, Share point forms ) * SQL, HTML, CSS, Objective C and .Net * MS-Office   **Training and Certifications**   * ITIL V3 foundation * Yellow belt lean six sigma * Green belt lean Six sigma * Project Management-Bronze level certification * CBAP – Pursuing |

**Personal Details: -** Nationality: Indian, Visa Status: Employment, DOB: 17-Oct-1983, Driving license: UAE License, Education: **Bachelor of Engineering in Information Science**.

**Professional Experience:-**

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| **Company** | Transguard Group LLC ( Emirates Group company ) |
| **Duration** | April, 2013 - Present |
| **Projects Worked** | HR 360, TR 360. Air Side Pass Management system, Cash deposit Management system, C3 Management systems. P&L 360 |
| **Role** | IT Business Analyst |

* HR 360:- Complete recruitment end to end solution as per UAE recruitment procedures.
* Training 360: It is a custom developed tool which allows creating roasters and scheduling trainings for over 20,000 employees.
* Airside pass management system: - Online web based application developed to gather all the information from centralized source of data to apply airside pass online.
* Cash deposit management system: - Online system that helps cash deposit centers of TG to entertain bulk cash submission request for different banks
* C3 management system: - In house developed system to apply salary cards online, this system is been integrated to external system via web service
* P&L 360:-Online system which helped property and logistic department to track utilities used in 12 camps where over 22,000 employees reside.

**Responsibilities**

* Worked as IT Business analyst for entire organization to identify opportunity, develop, and manage Process which accommodate over 20,000 employees.
* Added value to the business by turning a “Paper, Pen and excel” organization into an automated office by formalizing business processes into an integrated database.
* Analyzed corporate business processes to develop customized solutions and reduce costs to improve performance within a given budget.
* Led planning meetings, Requirement gathering, analysis development, test inspections, and project meetings throughout project life cycle.
* Conducted interviews and developed business cases to implement process changes, develop training materials, and instructed clients on new processes and procedures.
* Involved in customer service and user training as well

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| **Company** | Manipal Group |
| **Duration** | Jan, 2012 - Feb, 2013 |
| **Projects Worked** | ERP-Trading, web development, CRM- sales connect, mobile application (games, Medical apps, medicine dictionary ) |
| **Role** | Business Analyst |

**Project Description:**

* ERP-Trading: - Web-based enterprise solution for trading business. This ERP system enables predictable business performance by enabling actionable information to every decision maker in the enterprise.
* Sales connect: - This is a web based CRM system to record the leads, follow ups, Opportunities, dash boards with graphical reports and forecasts.
* Mobile application: - Games, Medical app to measure ECG, medicine dictionary called Coelho pocket dictionary.
* Website:-Design and inputs in development- Mulberry home wholesale, science technology security form, incredible India.

**Responsibilities**

* Involved in requirement gathering, documentation and designing for custom apps and acted as a bridge between Clients and software development department.
* Actively took part in web Designing. Suggested new idea to the product development team.
* Converted idea of a medical native app to measure ECG into reality.
* Resolved customer issues within the specified SLA.
* Added value to the business by contributing in requirements gathering, R&D, testing and training of internal CRM application.
* Conducted GAP analysis to identify customer channel usage trends and interactions focusing on likelihood to buy, product recommendations and reduce customer attrition.

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| **Company** | Crosswind Technologies, Coimbatore, India |
| **Duration** | Nov, 2010-Dec, 2011 |
| **Projects Worked** | Tradsoft, eHRMS, eReady mix |
| **Role** | Business Analyst |

**Project Description:**

* E-HRMS: - This is a full featured web based HR and personal management solution.
* Tradsoft: Tradsoft is an online menu driven user friendly system, Consist of electronic approvals, Workflow management, document flow which is a fully integrated ERP solution.
* E-Ready mix: - Integrated ERP solution for ready mix companies. Which has various modules such as raw materials, sales and enquiry, production, accounts, work shop and maintenance, admin, HR and pay roll, fixed assets and inter mail systems.

**Responsibilities**

* Functioned as Business Analyst for a product based company, gathered requirements for customization of the application, worked on business objectives and dash boards.
* Was involved in End-to-End business integration, Research and document best practice for ready-mix industry.
* Involved in Development of a Multi-Tier architecture product used by traders, involved in business process mapping to diverse business requirements.
* Involved in design and developing complex and advanced reports to view information in a highly condensed and sophisticated form.

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| **Company** | Core EDU, Mangalore, India |
| **Duration** | Jan, 2009-Oct, 2010 |
| **Projects Worked** | Digital publishing, imaging, School Management application, hospital management system. |
| **Role** | Product development executive |

**Projects Description**

* Digital publishing: - An innovative global eBook delivery solution for publishers, distributers. School/ universities
* Imaging:- Using photo shop software customizing and enhancing images, process images used by dental doctors to show before and after images to clients, fashion industries, magazines etc.
* Hospital Management system:- This system is compatible to provide online appointments of doctors, information of doctors available with their specialty, online bill payment and information of patients admitted in hospital according to floor and rooms details.

**Responsibilities:-**

* Functioned as a Product development executive and contributed extracting profitability of existing products to develop new products for the company, helped the company to develop new ideas based on consumer contacts and experience.
* Make categories of the target audiences on basis of social standing, economic capacities, geographical conditions, etc.
* Identify the needs and demands particular to each category and translate them into the characteristics.

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| **Company** | JK initials , Mangalore, India |
| **Duration** | Aug, 2007-Dec, 2008 |
| **Project/s** | Web site development |
| **Role** | Application developer. |

**Projects description:-**

* Website: - Designed and developed web sites for various national and international clients.
* English placement test: - This application has databank of questions, users will have results on real time basis- used in call center hiring process and schools.
* E-bulletin: - This application is controlled by backend database, which triggers employee survey, news announcements as per demands.

**Responsibilities:-**

* Developed and modified software modules based on business requirements.
* Developed the application in C# .NET.
* Prepared technical requirements, functional specifications and configuration documents.
* Addressed technical queries from clients in a prompt manner.
* Worked with QA team in unit testing and system testing.