

HIREN NAYAK

| Lead Business Analyst |

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Hiren-Nayak-LinkedIn

Key Skills

Strategic Planning

Business Analysis

Product Management

Software Development Lifecycle

Effort & Time Estimation

Client & Stakeholder Management

Project Management

Team Building & Leadership

Training & Knowledge Sharing

Agile Methodologies & Scrum Master

Requirement Gathering & Analysis

Business Analytics

Quality Assurance

Documentation & Reporting



Profile Summary

- **Performance-driven professional** with more than 7 years of rich & extensive experience in Strategic Business Analysis, Product Management, Software Development Lifecycle, Business & Process Understanding, Production Support, Stakeholder Engagement and People Management
- **Product analyst** with excellence in gathering and understanding requirements of clients & other multiple stakeholders (at strategic and tactical levels), followed by translation into functional specifications as well as provisioning of suitable solutions
- **Forward-focused Project executor** with exposure in swiftly completing complex projects with competent cross-functional skills and ensuring on-time deliverables within pre-set parameters using Agile Methodologies
- **Highly skilled in end-to-end** process of business analysis entailing As-Is / To-Be Analysis, mapping and finalizing requirements, documenting functional specifications and converting them into solutions
- **Technical Leader**, who has successfully led and motivated teams in cross-cultural environment towards growth and success in the organization; created a clear & compelling view of future through coaching and execution
- **Extensive knowledge** of Flowchart, Swim Lane Diagram, Use case diagram & BPMN process
- Comprehensive knowledge of Wireframing technology – Balsamic
- **Rich exposure in devising** & implementing product development & management plans after studying current consumer insights & technology trends and effectuating the same for different consumer segments
- **A strategist** with recognized proficiency in spearheading business to accomplish corporate plans and goals successfully

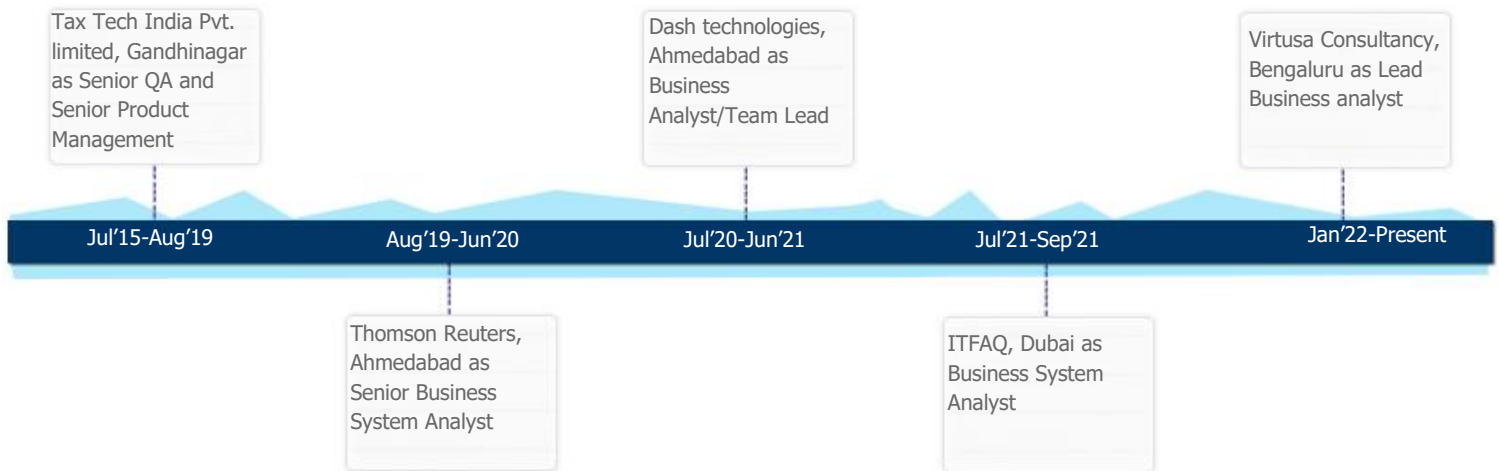
Technical Skills

- **Programming Languages:** Core PHP, HTML, CSS, XML, JavaScript
- **CMS:** WordPress
- **Methodologies:** Agile, Scrum

Academic Qualifications

- **Master of Computer Application** from GTU, Ahmedabad
- **Bachelor of Computer Application** from HNGU, Patan
- Certificate Completed : CSPO
- Certificate Going on : CBAP , Data Analysis and Artificial intelligence , Business analytics

Career Timeline



Work Experience

Since Jan'22 with Virtusa Consultancy, Bengaluru as Lead Business Analyst
Domain: Health Care, Insurance

Key Result Areas:

- **Instituting & executing high level business** analysis strategies, making decisions and overcoming complex business challenges using experience-backed judgment, strong work ethics and irreproachable integrity
- **Developing project baselines** and controlling the same with respect to cost, resource deployment, time overruns and quality compliance to ensure satisfactory execution of projects
- **Collaborating with Clients & Stakeholders** while keeping them informed of progress and issues in order to manage expectations on all requirements and deliverables
- **Facilitating documents preparation** (Functional Specifications, Interface Specifications, Report Specification, Parameter Sheets, Role Concepts Document)
- **Leading business analysis** sessions for understanding processes & mapping them to required business standards

- **Actively participating in review meetings** with the team to discuss about the progress of projects as well as for identifying gaps and suggesting effective solutions for the same
- **Steering efforts in:**
 - **Managing all phases of** Requirement Analysis, Documentation, Development, Testing, Performance Testing, Data Migration, NFR Activities of project
 - **All deliveries with Quality signoff**, SIT Testing, UAT Testing, Business Testing
 - **Reviewing all GO-Live Activities** for smoother migration

Environment: Jira, Sprint

Jul'21 – Sep'21 with ITFAQ, Dubai as Business System Analyst

Domain: Travel, Education, Healthcare

Key Result Areas:

- **Achieved successful project completion** by maintaining Jira and Sprint and identifying, organizing, and clarifying business needs
- **Contributed to the successful** implementation of the organization's goals by communicating with the technical analyst and development team to ensure they understood the specifications, and assessing change proposals and defining solutions to help the organization reach its goals
- **Steered efforts in the process of** gathering requirements stakeholders, translating them into functional specifications, as well as providing solutions to meet those requirements

Environment: Jira, Sprint

Jul'20 – Jun'21 with Dash technologies, Ahmedabad as Business Analyst/Team Lead

Key Result Areas:

- **Documented business and technical requirements** using best practices, such as user stories, requirements documents, and diagrams (process flows, use cases) for B2B projects
- **Worked in an offshore/distributed** team model as well as researched API information to integrate third party Software like Google Map Location and performed testing by postman
- **Identified and analyzed e-commerce** metrics and figures to identify key areas for improvement, such as audience, acquisition, behavior, and conversions
- **Developed broad e-commerce** strategies to support business development objectives
- **Created test plans, wrote manual/automated** test scripts, and defined acceptance criteria to ensure high-quality project deliverables
- **Analyzed and recommended improvements** to all sites, prepared reports for productivity programmes, and collaborated with team to design effective test strategies to increase site productivity for all ecommerce procedures
- **Instructed multiple business** stakeholders on e-commerce issues and managed the product backlog
- **Prepared prototyping, Wireframing**, and presented to client as presentation
- **Presented MOM to CEO/CTO** and shared feedback to stakeholder
- **Prepared Site map** for Current organization
- **Les the team** of QA and BA

Environment: Jira, SRS, Agile, Scrum

Domain : Travel , Education , HealthCare, E Lawyer

Aug'19 – Jun'20 with Thomson Reuters, Ahmedabad as Senior Business System Analyst

Key Result Areas:

- **Coordinated the entire development activities** including requirement analysis, planning, finalizing specifications and prototype development
- **Conducted user research across** diverse customers to bring out the pain points beyond what customers ask
- **Created a mockup and** prototype it before presenting it to the client for approval
- **Elevated points in the Sprint** meeting retrospective to make the process more successful
- **Scrutinized status of the project** by traceability action, resolved issues by releasing performance reviews on Dev azure, and recommended actions during the exhibition
- **Researched and analyzed the Handbook** from ATO and prepared requirement document & took approval from ATO by E Signature of our product

Environment: Agile, Scrum

Domain knowledge : Taxation domain for Australia

Jul'15 – Aug'19 with Tax Tech India Pvt limited, Gandhinagar as Senior QA and Senior Product Management

Key Result Areas:

- **Partnered strategy development** leveraging the consumer and market understanding
- **Contributed towards providing and/** or leveraging the product/process development support
- **Stood in problem space, user stories**, did solution hypothesis with reasoning & data to produce the right solutions that have vastly improved product metrics
- **Collaborated with:**
 - **Clients & stakeholders** while keeping them informed of progress and issues in order to manage expectations on all requirements and deliverables
 - **Product Owner** in backlog management and continuous delivery of features
- **Researched on daily basis for** to identify new update of product from IRS (Internal revenue service) and state government & took E file approval of product from IRS
- **Liaised between multiple** teams for development / business process and PROD implementation & support Facilitated sprint planning, daily scrums, retrospectives, stakeholder meetings, and software demonstrations
- **Developed test scenarios** for QA and development team to meet requirement
- **Prioritized the backlogs** along with product owner, maintenance of sprint velocity and burn down chart in JIRA
- **Prepared Flow chart** and Functional diagram
- **Strong knowledge** of QA methodologies
- **Supported client coverage** during release
- **Researched and discovered** the requirements gathered from E File Handbook provided by IRS (Internal Revenue service-US government)
- **Steered efforts with AEM** to Build trusted client relationships through proactive account management and effective project delivery

Environment: Agile, Scrum

Domain knowledge : Taxation domain for US agencies IRS

Personal Details

Date of Birth: 15-Sep-1990

Languages Known: English , Gujarati , Hindi

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