

# AAKRITI ROY

## CONTACT

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## SKILLS

- Customer assistance
- Flexible worker
- Technical skills
- Team handling for 10 plus size.
- Client Requirements
- UAT Support Strong Communication and Interpersonal Skills
- Functional Improvements Performance Evaluation and Optimization
- Functional and Business Requirements
- Software Testing and Validation
- Demonstration of product to prospects
- Requirements Specifications
- Data Configuration Contribution in product development and enhancement
- UML Diagrams
- Design wireframes
- BRD and FSD
- SQL(Basic)

## CERTIFICATIONS

- Global Certificate in Data Science from Accredian. 2020
- Product & Brand Management from IIM Rohtak. 2023
- Business Analyst , Amcat. 2017

## LANGUAGES

English, Marathi, Bengali, Hindi: First Language

## PROJECTS

- VPS healthcare (UAE)(2019-2020)
- WNS Helpdesk & Onboarding (2021-2023)

Motivated consultant with expertise in translation of business documents into clear business and technical needs for delivery of highly optimized solutions and provision of support and training for successful implementation of EMR and HIS solutions , HR Support modules using Generative AI, chatbot implementation.

## EXPERIENCE

October 2021 - Current

**SDR Leena AI**, Gurgaon

- Working with Leena AI's product and engineering teams to implement proposed solutions and with customer success team for deploying the same to customers.
- Build & Design conversational chatbots that can be directly deployed for usage by a large volume of customers.
- Prepare Chabot user flows and process flows to effectively communicate interaction and design ideas.
- Analyze data coming from bot conversation to provide insights w.r.t processes and user experience enhancement
- Ensure that the customer understands the solution and receive responses to all open questions and action items.
- Prepare solution-related documents and specifications with the ability to write clear, concise requirements and functional design documentation. Configure the solution, followed by the creation, execution and maintenance of accurate and detailed test plans for applicable testing.
- Driving problem management and associated resolutions delivery with product management teams.
- Pre-Sales or technical consulting with enterprise software
- Able to understand technology practitioner - have got my hands dirty with APIs, technical definitions, and stitching solutions between partner ecosystems with basic REST APIs consumption & JSON manipulation knowledge.
- Excellent understanding of SDLC, Agile & Scrum.
- Good knowledge of preparation of BRD, FRD, SRS, Use Case, UML, ER Diagrams & FlowCharts.
- Creation of user-stories and bridging the gap between the development team, client, and project manager.
- Requirement Gathering, Preparation of Documents, Writing Test cases, and UAT.

September 2020 - September 2021

**Sr. Sales Executive AssureCare LLC**, Ahmedabad

- Serve as Business Analyst gathering requirements for Health Care global clients
- Ownership in leveraging SAFe Agile transformation within the team.
- Interact with onshore internal stakeholders to understand product challenges and derive solution and enhancements

- Attend daily scrum meetings reviewing daily progress for current sprint and address any impediments.
- Managing Backlog and develop User Stories for client requirement/enhancement to be reviewed in sprint planning meeting.
- Develop mockup/wireframe for the requirement and have them reviewed with stakeholders.
- Work with UI/UX designers to ensure seamless enhancement transition based on customer needs.
- Perform impact analysis within the scrum team and mitigate Scope Creep.
- Provide knowledge transfer to developers, UI team and QA on new requirement.
- Discuss success and improvement area during Sprint Retro Meeting
- Day to day reporting with onshore team on progress and issues.
- Sprint planning for offshore team.
- Engaging internal stakeholders on the product issue and hurdles.
- Participation in product migration to different platform due to support limitation and ensuring product in newer platform is parity with later.
- Liaison among multiple team ( Dev , QA, Configuration , Automation, Performance ) to ensure awareness on organization plan and work.
- Assist and review QA team on Test scenario for requirements.

February 2019 - August 2020

**Inside Sales Executive *Ohum Healthcare solution*, Pune**

- Conducted interviews with key business users to collect information on business processes and user requirements.
- Assessed impact of current business processes on users and stakeholders and evaluated potential areas for improvement
- Analyzed key aspects of business to evaluate factors driving results and summarised into presentations.
- Applied honed problem-solving skills to analyse and resolve issues impacting business operations and goal achievement.
- Identified process inefficiencies through gap analysis and outlined sensible solutions.
- Improved business direction by prioritizing customers and implementing changes based on collected feedback.
- Demonstrated product features to more than 50+ prospects  
Implementation of solution in both green field and brown field hospitals.
- Configurations of specialty forms for more than 20+ departments
- Subject Matter expert for more than 5 modules across projects  
Designed solutions for Government and Private hospitals that would reduce the turn around time of operations and waiting time of patients
- Imparted training to 1000+ users in a government setup and 200+ users in a private setup
- Post go live support to end users
- Demonstration of solution to more than 30 + prospects

July 2017 - January 2019

**Research Analyst *Ziff Davis*, Pune**

- Setting up meeting for final level of deal closing with the existing clients and the prospective clients by understanding their requirements and proposing them the right fit solution befitting in all peripherals.
- Planning, monitoring numbers and achievement of overall targets by planning sales and development for a particular account.  
We make it possible for our customers to accelerate their revenue by identifying, profiling and nurturing the right decision makers within their target accounts. We help convert leads to revenue via appointment setting.

January 2016 - January 2017

**Tech Support Associate** *Convergys*, Pune

- Chat support for Microsoft for B2B domain
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## EDUCATION

2015

**Bachelor of Engineering** ENTIC

BVCOEW, Pune, MH