Client Name

Qualifications Profile

Customer-centric and service-oriented professional with extensive experience in designing applications / services, ensuring delivery of robust system solutions, analyzing / determining complex business problems, and providing IT solution for issues. Recognized for providing assistance to development team regarding debugging, performance monitoring, and tuning to ensure seamless workflow. Adept at building designs for development initiatives and conducting design reviews with management team. Instrumental in establishing strategic technical direction for team and work within IT to execute plan for current / future state vision. Renown for expediting evaluative requirements for integration of business application and service activation. Ability to collect information and analyze customer needs to increase client retention rate. Talent of managing escalated situations with unsatisfied customers by providing top-notch client service. Possess excellent communication, interpersonal, negotiation, leadership, problem solving, time-management, and analytical skills. Technically proficient in MS Office Suite.

Areas of Expertise

- Conflict Resolution
- Contractual Negotiation
- Relationship Management
- Product Development
- Solution / Enterprise Architecture
- Process Improvement & Troubleshooting
- Change Management
- Documentation & Reporting
- Business Intelligence

Professional Experience

AIMIA, Dubai, UAE　　　　　　　　　　　　　　　　　　　　　　　　　　　**2016 – Present**
Solution Architect Analyst

Deliver architecture solutions across the EMEA region for regional and global products. Consult with business for arisen opportunities to establish truly relevant objectives and performance standards. Ensure alignment of solutions with enterprise architecture vision and meet technical requirements by designing guidance for variety of system and application technologies. Provide software implementation services to clients, such as API integrations between solutions. Assess / outline clients' business strategy as well as system architecture requirements in order to meet business objectives. Collect detailed business requirements, utilized cases, and translated technical specifications to product requirements. Devised team strategies, developed project work scope, and communicated project deliverable timeframes / benchmarks to customers. Develop data architecture design to assist targeted customer analysis. Analysed software, configuration requirements, and articulate specifications to ensure seamless workflow. Demonstrate solution development and technical consulting experience across wide range of technologies to mitigate loopholes. Act as central repository in RFP responses to decide right vendor partner for organization.

- Led architect on $450k and $1M services design / implementation for semi government owned corporation in UAE and Qatar respectively.
- Redesigned solutions for retail client in Qatar, resulting in increasing 20% company profit margin.
- Directed solution architecture redesign that leads towards two second faster load time and 16.5% reduction in bounce rate for hospitality client in UAE.
- Served five major clients in GCC region to provide change requests, while adhering to organizational standards.

Xoriant Solutions Pvt Ltd　　　　　　　　　　　　　　　　　　　　　　　　　　**2014 – 2016**
Business Analyst

Developed thorough and detailed knowledge of technical specifications / processes along with documentation to ensure Ensured service quality. Provided response to tender documents, draft proposals / reports, and support literature. Studied business functions to determine operational objectives, collected information, and assessed output requirements / formats. Determined project milestones, phases, and elements to define project requirements, formed project team, and established project budget to augment company portfolio. Identified, defined, and documented business needs / objectives, current operational procedures, problems, input / output requirements, and levels of systems access through consultation with functional unit management and personnel. Oversaw business needs throughout project life cycle, while complying with company standards. Liaised with project manager to manage scope and business partner expectations. Aid in development and planning of testing, ensuring satisfaction of business

requirements for designed solutions. Applied product knowledge to meet needs by understanding client's diverse and specific business demands.

- Performed 10% development activities, involving facilitating project management, leading work product reviews, and mentoring / assisting project team members.
- Developed / presented upgraded mobile application by analyzing system performance metrics, reviewing creative, and brainstorming with stakeholders to ensure seamless workflow.
- Participated 100+ RFPs with 60% success rate and managed team of four person in solutions / design team to excel in achieving goals.

Cirrius Wireless Technology Pvt Ltd   **2013 – 2014**
Business Analyst and Client Engagement

Ensured clear understanding of client's requirements and invalidated customer's business process analysis prior to developing final proposal. Conducted reviews according to business requirements, developed functional designs, mitigated risks / benefits of alternate designs, and evaluated project impact of system changes on users, internal / external clients, and stakeholders. Analysed marketplace, industry, company, technology trends, best practices, vendor products, and services to ensure zero discrepancies. Maintained project management plan and transferred digital attendance data from biometric machines to servers through database connectivity.

- Supported in maintaining client satisfaction and productivity metrics above target for three consecutive quarters.
- Exceeded incremental spend target by 120% and designed / maintained more than 10 data integration jobs to enhance company performance.
- Connected / integrated current client systems with system through utilization of database connectivity.

Additional Experience

Application Developer at Zone Solution, Dubai, UAE

Education

Master of Business Administration in Systems and Marketing
T. John Institute of Management and Science (TIMS), Bangalore University, Bangalore, IN

Bachelor of Science in Information Technology
Wilson College, Mumbai, IN

Projects

Solution Architect Analyst at AIMIA:
P&G Mobile App, Emaar | Air Arabia | Flynas | Brakes | Magrabi (GCC) | AL Meera (Qatar)

Business Analyst at Xoriant Solutions Pvt Ltd:
Cisco | Amazon India Mobile App | KPMG | Disney | Movirtu | Mercado Libre | One Drive | Pocket | Final Fantasy Games | Taito Games | Entreda Unify | Orbit | British Council.

Business Analyst and Client Engagement at Cirrius Wireless Technology Pvt Ltd:
Jubilant | Cipla | Biocon

Technical Skills

Tableau

Product Development: Agile | RAD | Waterfall

Project Management tools

SDLC/ Design methodology: RUP | UML

Modelling and Designing tools: MS Visio | Adobe CQ(Basic)

Languages: VBA | SAS (Base) | MySQL | VB .Net | Oracle Receivables

Crystal reports | Microsoft BI stack - SQL Server | REST | SOAP and Ready API