Kamal Soni | Business Solutions Specialist | Total IT – 14.0 years & Relevant 8+ years

Mobile Number	Email-ID	Address	LinkedIn	Skype
+918800744177	kamalkhetri@gmail.com	Ward Number 52, Radha Kishan Pura, Sikar, Pin code: 332001	https://www.linkedin.com/in/kamal-soni-8757404b/	KAMALKHETRI

Core Competencies	• Stakeholder Management • Problem Solving • Decision Making • Analytic Skills • Collaboration • Conflict Resolution • Team Work • Project Management • Process Improvement • Change and Risk Management	• Electing requirements • Communication & Critical Thinking • Team Building & Leadership • Performance & Analytics • Agile & Scrum process • Sales- pre and post • Business Growth & Revenue Generation • Process Modelling & Analysis • Knowledge of ERP & CRM system

Certifications	Details	Number	Date
CPBA	Certified professional business analyst	G-98946	14th Apr, 2021
CASPO	Certified agile scrum product owner	G-105758	18th Apr, 2024
CSM	Certified scrum master	G-97071	10th Jan, 2020
PPM	Professional in project management	G-105375	2nd Mar, 2024
AZ-400 DevOps	Microsoft DevOps Solutions	MS1100071990	16th Aug, 2024
ISTQB-foundation	International Software Testing Qualifications Board	sr9681341	21st Dec, 2013

Tools / Approach	• Jira, Confluence, Asana, Trello, ZOHO • Microsoft office suite (power point, MS word, excel) • MS Visio, App.diagrams.net, Trello, EDRAWMAX, Balsamic • Linked-in sales navigator, HubSpot • Power-Bi, Tableau, DevOps-CI/CD pipeline • Top-down-WBS approach • Agile Methodology, XP and more
Skills	• Technical Skills: SQL, Tableau, Power BI, Excel, APIs • Business Analysis Skills: Requirements gathering, process modelling, stakeholder management, documentation, Agile/Scrum methodologies • Project Management: JIRA, Confluence, Asana, Trello, Agile/Scrum, Waterfall, project documentation • Communication: Technical writing, presentation skills, data visualization
Academic Details	• **Post Graduation with MCA,** 2007 year from Jai Narnian Viyas University. Jodhpur (Rajasthan) • **Graduation with B.COM,** 2003 year from Rajasthan University, Jaipur (Rajasthan) • **12th Commerce,** 2000 year from Ajmer Board (Rajasthan) • **10th General,** 1998 year from Ajmer Board (Rajasthan)

PROFILE SUMMARY: -

- **Versatile Technical and Functional Business Analyst with 8+ years of experience** in bridging the gap between business requirements and technical solutions. Proficient in analyzing business processes, gathering requirements, and implementing technical solutions to drive efficiency. Strong skills in stakeholder management, process improvement, and Agile methodologies. Adept at translating complex business needs into actionable technical specifications.
- Analytical, enthusiastic and innovative experience in all phases of **Software Development Life Cycle (SDLC) chiefly in requirements**, analysis/design, **Agile methodology**, development, **testing and deploying** business process and system solutions.
- Extensive experience conducting **Requirement Gathering**, Interviews, writing detail business and functional requirements, Scope agreements, Business process descriptions and training end users, working on documents, organizing meetings and writing meeting minutes, communicating effectively with upper management, developer and QA Engineers, **experience in creating use case diagrams and writing use cases test cases.**
- Adept at creating and transforming business requirements in to functional requirements and designing business models **using UML diagram – context, Use Case, Sequence, Activity diagrams.**
- Sound in **Suggesting system automation solutions to business problems or opportunities providing automated solutions that are cost effective and that meet user requirements.**
- **Have strong written and Verbal communication skills technical writing skills Stakeholder engagement skills: negotiation, active listening**
- Have expertise in **domains like E-commerce-B2B, B2C Travel and Insurance, Hospitality, BSFI, Sales & Marketing, Social Networking, Healthcare.**

- Excellent in **Waterfall, Agile, Scrum Management and Methodology, Epic, User Stories, DOR, DOD, Product Backlog Management, Quality based delivery during sprint, Achieving Sprint Goal, UAT quality assurance.**
- Sound in **building strong partnership with business stakeholder, development partners, vendors and other cross functional team**
- Exceptional problem solving and sound decision-making capabilities, recognized by alternative solutions, and confident, accurate, decision-making coupled with excellent communication and interpersonal skills. Excellent track record of meeting deadlines and submitting deliverables on time. **Knowledge of DevOps, CI, CD pipeline**.
- Extensive experience in production support, leading troubleshooting of issues, questions research and good in setting up expectations with **users and recognize when issue/events may affect delivery**. Visualize the data through Power BI \ Tableau and Publish the reports.
- Involved in creating and configuring content sources and scope to build and searches from search sites involved with team in developing and maintain SharePoint Documentations as it's relating policies, procedure, and architecture and application integration.
- Experience working in distributed work environments including offshore and project management techniques like **Top Down- WBS, Bottom-Up, Three-Point estimations**
- Extensive experience in Participating in solution prototyping, development, quality assurance, and execution
- prioritization taking into consideration business benefits, delivery timelines, system performance etc. **Inbound and outbound sales**, market research and analysis
- Have skills of mentoring and coaching to the team, stakeholder **of Agile methodology, Scrum, XP and more**
- Experience of writing the following documents like **BRD, FRD, DFD, RTM and Support to the QA team for Test Plan, Use Case, Test Case. Data visualization with Power BI, Tableau, and free open-source tool.**
- Define sprint goal with **SMART (i.e. Specific, Measurable, Achievable, Relevant, and Time- bound)** technique, and priorities the user stories with **Moscow (i.e. must have, should have, could have, won't have),** and support to writing the healthy product backlog by applying the **INVEST (i.e. Independent, Negotiable, Valuable, Estimable, Small, and Testable)** technique
- Evaluate the Impact, Risk and Gap analysis of adding new functionality in existing one. Support to the Dev team as functional and technical where they stuck in developing the user stories
- Manage any changes to project scope, schedule, and budget, recruiting internal and outside candidate as per project requirement by project life cycle like initiation, planning, execution, and closure phases.
- **Good Understanding of Capital Market and Investment Products: Debt/Bond, Securities (Equities/Stock/Shares, Debt/Bonds), Derivatise, Funds, OTC (Over-the-Counter), Dividends.**
- Apart of Business Analyst, I have additional skills like Project Management or Product Owner or Scrum Master or Manual QA etc.
- Skilled of different types of **payment methods like SWIFT, CHAPS, BACS, FAS, NETT, RTGS, IMPS, DEBIT/CREIT cards**
- Proven track record of the managing the agile process, following agile and scrum principles and core value. Participate scrum events/ceremonies, Backlog Refinement Session, Develop/build module and feature in sprint cycle

- Experience of different types of **testing techniques like Black-box & White-box, UAT, Security Testing, Performance Testing, Verification & Validation, Bug life Cyle**
- JIRA configuration with **the Backlogs, Create Scrum and Kanban board, Dashboard and track the burndown and burnup charts/ report**
- Worked extensively on project planning and team management like project estimation, resource allocation, on-time delivery, process improvement, regular interaction with client, dashboard presentations to client. Good Interpersonal and Communication skills. Ability to grab quickly and assimilate new technologies.

PROFESSIONAL EXPERIENCE: -

COFORGE | Business Solutions Specialist | Greater Noida | Apr 2021 – Dec 2024

Projects:

- **NPP (New Payment Platform – Tokenization)** for British Airways, UK
- **CSM (Customer Solution Module)** for Santander, UK
- **Support for existing financial applications**

Role & Responsibilities as a Business Analyst & Product Owner:

- Serve as both **Business Analyst and Product Owner**, ensuring seamless execution of end-to-end booking and transaction processes.
- Monitor and validate that all aspects of booking and transaction systems operate as intended, addressing any issues to maintain system integrity.
- Capture and analyze requirements through various methods: -
- Conduct interviews**, facilitate discussions**, and lead brainstorming sessions.
- Utilize prototypes, observations, and documentation to gather and refine requirements.
- Organize workshops and collaborate with teams to define functional and technical flows.
- Identify stakeholders and vendors, **prioritize needs, define scope**, and develop technical wireframes, mock-ups, and UML diagrams to meet business goals.
- Oversee the integration of new features and enhancements. Track the implementation of domestic and international payment methods, **including debit/credit cards, UPI, NETBANKING, CHAPS, BACS, and SWIFT.**
- Ensure smooth integration and address any operational challenges. Create and manage Business **Requirements Documents (BRD),** Functional **Requirements Documents (FRD), Data Flow Diagrams (DFD), Requirement Traceability Matrices (RTM), and use cases**.
- Decompose and structure requirements for effective implementation. Develop Definitions of Ready **(DOR), Epics, User Stories, and Acceptance Criteria.**
- Assign Story Points and prioritize requirements to guide development. Collaborate with Scrum teams and stakeholders to gather new inputs and manage Product Backlogs.
- Monitor progress, resolve issues, and support the team in achieving sprint goals. Drive process enhancements and manage risks.
- Implement process improvements to enhance productivity and outcomes. Focus on effective Change Management and Risk

Management to mitigate potential issues. Apply **SMART criteria** to set clear, actionable sprint goals. Utilize **INVEST** principles to create meaningful and valuable user stories. Mentor and guide the team in Agile and Scrum practices. Encourage adherence to Agile and Scrum principles and values. Provide coaching on Agile ceremonies and events to foster team development.

- Ensure product quality and transparency. **Coordinate with QA teams** to assess product quality and manage bug tracking.
- Use Power BI or Tableau for data visualization and reporting. Leverage project management and documentation tools effectively.
- **Utilize JIRA, Trello, Confluence, MS Visio, draw.io,** and other relevant tools to support project execution. Support marketing efforts for client products and services.
- Promote and advertise client offerings to enhance visibility and drive sales and revenue growth.
- Outcome Achievement
  - Ensure successful project outcomes and client satisfaction.
  - Deliver the product backlog within committed deadlines.
  - Achieve high-quality results, foster strong client relationships, and encourage repeat business.

Highlights:

- Boosted revenue by analyzing customer behavior and operational workflows.
- Delivered insights through profitability analysis and predictive modeling.
- Led process improvements and client-specific customizations to enhance satisfaction.
- Managed team, driving performance, training, and quality assurance.

METACUBE SOFTWARE | Technology Analyst | Jaipur | Sep 2020 – Mar 2021

Projects:

- **Beam Suntory (alcoholic beverages) \ US**
- **Blackpurl (dealership management system) \ Canada**

Role & Responsibilities as a Technical Analyst:

- Manage client requirements, queries, and tickets through Salesforce.
- Work with sales, purchasing, vendors, and other departments to resolve client issues, handle invoicing, and address billing concerns.
- Create and maintain documentation such as Business Requirements Documents (BRD), Functional Requirements Documents (FRD), and Data Flow Diagrams (DFD) using MS Visio and app.diagrams.net. Prepare dashboards to track and monitor client queries and issues. Provide timely technical and functional solutions by closing tickets, making calls, or delivering presentations.
- Promote developed products and services to boost sales and revenue.
- Stakeholder Engagement: Engage with stakeholders via email, Teams chat, and cold calls to support client business and drive repeat business.

VIRTUSA | Consultant | Gurgaon | Aug 2014 – Mar 2020

Projects:

- **Commerce Next (web & mobile app) / Amway / UK**

- **Cadence Online Support System (web & mobile app) / Noida**
- **Commerce Bank-CIS (customer information system), New York (web & mobile app)**

Roles & Responsibilities:

- **Stakeholder Management:** Managed both onshore and offshore teams, ensuring effective communication and project alignment.
- **Requirements Gathering:** Captured requirements via workshops, interviews, and interactions with clients' IT teams.
- **Sprint Planning:** Defined sprint goals using SMART criteria and created user stories applying the INVEST technique.
- **Documentation:** Prepared comprehensive documents including BRD, FRD, DFD, Use Cases, and RTM.
- **Requirement Breakdown:** Used DOR to break down requirements into Epics and User Stories, defined story points and acceptance criteria.
- **Prioritization:** Applied Moscow analysis to prioritize requirements into must-have, should-have, could-have, and won't-have categories.
- **Sprint Planning & Backlog Management:** Facilitated sprint planning, created product backlogs, and planned sprint backlogs.
- **Requirement Visualization:** Enhanced understanding of requirements through visual aids.
- **Team Motivation & Conflict Resolution:** Encouraged and motivated the team, resolved conflicts, and managed recruitment.
- **Scrum Participation:** Engaged in all Scrum events including sprint planning, daily standups, reviews, and retrospectives.
- **Data Validation:** Validated backend data using SQL queries, analyzed data with Excel and other techniques.
- **Definition of Done (DOD):** Assisted the team in understanding and applying the Definition of Done.
- **Module Completion:** Delivered completed modules following the Scrum process.
- **Project Management:** Participated in project management processes including initiation, planning, execution, and closure.
- **Testing:** Conducted both manual and automated testing before final delivery.
- **Quality Assurance:** Delivered high-quality modules meeting client satisfaction.

Banking Business Analyst at Liberty Bank Ltd., London, UK

Responsibilities:

- Conducted complex financial analysis and identified business growth opportunities.
- Developed new reporting templates, researched investment opportunities, and presented findings to executives.
- Prepared detailed reports, trained and coordinated new personnel, and attended Board of Directors meetings.
- Recognized for exceptional performance by executives.

Highlights:

- **Team Leadership:** Managed a team of 42 associates including 3 Deputy Managers and 6 Team Leaders, driving performance and process improvements.
- **Process Reviews:** Conducted proactive reviews of end-to-end processes, maintaining quality and ensuring adherence to policies.
- **Conflict Resolution:** Handled various responsibilities including interviewing, training, and motivating employees.
- **Operational Efficiency:** Conducted research and solved inefficiencies, saving the company 800-man hours per month.

- **Stakeholder Engagement:** Worked with stakeholders to model and document goals, achieving 98% of deadlines and saving $3.2M in legal costs.
- **Data Modelling:** Generated reports and improved operations by comparing business process evolution and KPIs

CYBERLINKS TECHNOLOGY | Senior QA Analyst| Gurgaon | Dec 2013 – Jul 2014

Projects:

- **Airtel Money (Mobile App)**
- **Madame (Web & Mobile App)**

Role & Responsibilities:

- **Leadership & Contribution:** Took a lead role in projects as an individual contributor, overseeing various aspects of QA.
- **Requirement Analysis:** Engaged in client meetings to understand and analyze project requirements, functioning also as a Business Analyst (BA).
- **Documentation:** Contributed to writing Business Requirements Documents (BRD), Functional Requirements Documents (FRD), and creating mock-ups using app.diagrams.net and other free open-source tools.
- **Test Planning & Execution:** Prepared comprehensive Test Plans, use cases, and Requirement Traceability Matrices (RTM); developed and executed both manual and automated test cases; compiled final bug reports.
- **Agile-Scrum Process:** Adhered to Definition of Ready (DOR) and Definition of Done (DOD) within an Agile-Scrum framework; coordinated with the team to monitor sprint progress and support achievement of sprint goals and module quality.
- **Team Coordination:** Assisted with problem-solving and conflict resolution based on functional and technical queries; motivated and encouraged the team in Agile and Scrum practices.
- **Risk Management:** Analyzed risks and critical features, conducting both manual and automated testing.
- **Data Verification:** Executed SQL queries to verify data on the backend.

RETINA SOFTWARE | Senior QA Engineer| Jaipur | May 2013 – Nov 2013

Products:

- **Spy Products (Mobile Spy, Net Spy, Sniper Spy, Phone Sheriff, Ace Spy, Baby Monitoring System) \ Native Apps**

Role & Responsibilities:

- Foster open communication within the team, providing regular support, feedback, and guidance on best practices, technical issues, and career development.
- Define and maintain a balanced manual and automation testing strategy; ensure clear, up-to-date test cases with comprehensive coverage.
- Standardize test documentation practices and ensure alignment with project goals through effective requirements gathering and analysis.
- Create and manage BRDs, FRDs, test plans, and RTMs; ensure all requirements are traceable and testable.

- Monitor sprint progress using Agile tools (e.g., Jira, Azure DevOps); facilitate stand-ups, remove impediments, and ensure delivery meets DOR and DOD criteria.
- Support functional/technical issue resolution, promote Agile practices, and mentor teams for continuous improvement.
- Mitigate risks through proactive planning and backend validation using SQL; ensure data integrity and functional alignment.

DOTSQUARES TECHNOLOGY | Quality Analyst | Jaipur | May 2010 – Feb 2013

Projects:

1. Travel Soon (Travel Website and Mobile Application, UK)
- Features: Flight and hotel search, booking, filtering results, recommendations based on user preferences.

2. Hoot Smart (Shopping Cart Website and Mobile App, UK)
- Features: Product selection, order placement, payment through a payment gateway.

3. Home Banking System (Mobile App, UK)
- Features: Track financial operations, expense tracking, generate reports on spending in various categories.

4. Bank of America-CSM (Customer Solution Module, New York)
- Features: Banking solutions including account opening, deposits, and other banking functionalities for bankers and customers.

Role & Responsibilities:

- Conducted both automated and manual testing for web and mobile applications.
- Followed the Software Testing Life Cycle (STLC) and various testing techniques.
- Involved in gathering and analyzing requirements to ensure alignment with project goals.
- Participated in Agile and Scrum processes, including sprint planning and reviews.
- Created test plans, test cases, and use cases.
- Contributed to achieving sprint goals and participated in scrum events.
- Attended client meetings with the Project Manager to discuss project progress and requirements.
- Captured issues and user stories in JIRA.
- Wrote and prioritized user stories effectively.
- Ensured project quality before final delivery by validating both front-end and back-end functionalities.
- Validated back-end data through SQL queries to ensure data integrity and accuracy.

PERSONAL DETAILS: -

Present Address	Flat-104, B- block, Janki Vihar, Bani Park, Jaipur. Pin code: 302016
Permanent Address	Ward Number 52, Radha Kishan Pura, Sikar, Pin code: 332001
Languages Known	1.English 2. Hindi
DOB	April 01, 1982