**Sruthy A Pillai**

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A successful Business Analyst with more than 3 years of IT experience in requirements gathering, requirement elicitation, requirement communication and management, enterprise process analysis, workflow and activity diagrams, wire-framing, client engagements, solution assessment and validation.   
  
Expertise in requirements elicitation using meetings, document analysis, requirements gathering, surveys, business process descriptions, functional requirements (business requirements documentation), workflow diagrams User interface designs  
  
Expertise in client management, Business analysis, Report making, Idea generation and documentation, Business research, Lead management, Workforce procurement

**Core Competencies**

* Good communication and Interpersonal skills.
* Willing to shoulder challenges and responsibilities
* Skillful in problem solving, quick learner
* Good in dealing with different types of people and hardworking.
* Domain skills include e-Commerce, Web Applications and Mobile Applications.

**Career highlights**

* Proven analytical and interpersonal skills with experience in building effective work culture and learning systems.
* Strong people management and motivational skills
* Got best performer of the team award many times.
* Ability to travel as necessary to fulfill job responsibilities
* Solid IT exposure and ability to work in a computerized environment.
* Result oriented, Meticulous, self-starter with Good analytical and logical skills

**Summary of Professional Experience**

***February2015 –November 2017 at EXL Services, Kochi as Research Associate***

**Responsibilities**

* Validating & reviewing each transaction and resolving each tickets based on specific data standards provided by the client side.
* Elicit and analyze business requirement documents.
* Ensure that the quality assurance engagements are fulfilled and the reviews are carried out in accordance with performance standards.
* Doing QA/QC of the projects within the given SLA (Service Level Agreement) and delivers high quality output.
* Preparing daily, weekly and monthly wise reports.
* Research and updating missing information in SYNC data base.
* Provide training to freshly hires
* Assisting managers in file sending process.
* Contributing new process related aim ideas for reducing the complexity and time consumption of the process.
* Taking initiatives for the completion of files from beginning to the ending part.
* Cleaning up each contacts as per the process scenarios.
* Double checking and validating key pieces of system data that are open for entry.
* Make sure that the data changes made by the end users are in line with the rules set.
* Checking CRM Data quality mail box and fulfilling the client requirement.
* Resolving each tickets based on specific data standards provided by the client side.
* Submission of reports (using MS Excel) to the client by daily, weekly and monthly wise.

***November 2013 –April 25 at Ti Technologies, Kochi as Business Analyst***

**Responsibilities**

(All the jobs which I did in Srishti Innovative Computer Systems, Trivandrum) plus

* Providing a link between the company, customer, the development team and any third-party regarding software functionality throughout the development cycle.
* Reviewing the Client Requirements and Business Specifications, analyzing the impacts and feasibility, complete the T&C [Time and Cost].
* Responsible for checking the daily achievements and status of clients.
* Maintaining an Excel track of daily work status.
* Conducted the project meetings successfully by coordinating clients, developers and project managers and updating the project status.
* Monitors ensure business systems standards are being maintained throughout the organization.
* Monitoring client modifications and notifications and passed to the concerned team for maintain the work flow correctly.
* Shared good rapport in work with team and client.
* Convert business idea to wireframe-ready, high-level business requirements document (BRD),that can be handed over to GUI designers to develop wireframes/GUI screen shots of the business idea
* Setting up Meeting bridge calls as per the request of clients.

***February 2013– November 2013 at Srishti Innovative Computer Systems, Trivandrum as Business Analyst***

**Responsibilities:**

* Bidding projects as per our requirements and the terms.
* Gathering requirements from client while discussing to them.
* Preparing Business Requirement Documents (BRD).
* Responsible for translating Business Requirement Document to Functional Requirement documents (FRD).
* Preparing Work Breakdown Structure (WBS) and Proposals as per client’s request.
* Making feasibility checking and Gap analysis with different groups to ensure that the system initiatives are met.
* Convert wireframes (using pencil as tool) to Software Requirement Document (SRD) or Software Requirement Specifications (SRS) or Functional Specification Document (FSD) that can be handed over to developers to make the idea clear.
* Responsible for checking daily achievements and generating reports to clients as well as seniors
* Proficient in Time & Cost Estimation & Function Point estimation.
* Preparing Data Flow Diagrams (DFD).
* Preparing flow charts for conveying problems easily to developers.
* Analyzing the change request and coordinating the changes required with the development team.

**Software Skills:**

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| --- | --- | --- |
| Programming Languages | : | C, C++, .Net |
| Operating Systems | : | Windows98, Windows 2000, Windows -7 |
| Packages | : | MS Office |

**Academics:**

B.Tech (2012): Computer Science and Engineering at Baselios Mathews II College of Engineering, Kollam with 71%

Plus two (2008): MSM Higher Secondary School, Kayamkulam with 81%

S.S.L.C (2006): St Johns Higher Secondary School, Mavelikkara with 84%

**Personal Details:**

Father’s Name : B Ayyappan Pillai

Date of Birth : 15-02-1991

Nationality : Indian

Gender : Female

Marital Status : Married

Passport :M1501679

Languages Known : Malayalam, English, and Tamil.

**Declaration**

I hereby declare that the above information is true to the best of my knowledge.

**Sruthy A Pillai**