**Mousumi Borah**

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**CAREER OBJECTIVE**

To obtain a challenging position as a Project/Product Manager position with an organization that would increase business productivity of the organization and in turn enhance my skills and competency.

**PROFESSIONAL ABRIDGEMENT**

* Certified PMP, PRINCE2 Practitioner and Six Sigma Black Belt with a proven track record of 14+ years of broad-based project management expertise with international specialization.
* Multi-skilled professional with extensive experience in project management, business analysis, process design and development with an excellent record of accomplishment of managing complex functional projects in various environments.

**ACADEMIC CREDENTIALS**

* **Project Management Professional (PMP)** certified and member of Project Management Institute (PMI)
* **PRINCE2® 2017 Practitioner Certificate in Project Management** from AXELOS, PeopleCert
* **Lean Six Sigma Black Belt (IASSC CBB™)** from IASSC and PeopleCert
* **Agile Scrum Product Owner** from EXIN
* **MBA (IT)** from Sikkim Manipal University, India
* **B.A. in English honors** from Guwahati University, India
* **GNIIT – 3 years Regular Diploma in IT** from NIIT, India
* **Practitioner Certificate in Business Analysis Practice** from EXIN and British Computer Society(BCS)
* **Robotic Process Automation (RPA) Business Analyst** from Automation Anywhere University
* **ITIL V3 foundation** from EXIN
* **Diploma in Digital Marketing** from Shaw Academy
* **Certified Secure Software Lifecycle Professional (CSSLP)**from Skillsoft
* **Web Designing** from IPB Infoservices, Gurgaon, India

**AREAS OF EXPOSURE**

* **General Skills:**Costing & Budgeting, Project Scheduling, ROI Analysis, Strategic Planning & Analysis, Business Development, Vendor Management, PMI Project Methodologies, Process Engineering, Six Sigma, Technology Integration, Cross-Function Leadership, Scope Definition, SDLC & UML Framework, ITIL Framework, Lifecycle Development, Business Case Assessment, Conflict Resolution, Change Management and Quality Assurance.
* **Software:** Asana, Trello, MS Project, ServiceNow, Magento, Clarabridge, XMind, Automation Anywhere, Microsoft Bot Builder, UiPath, Mockflow, Balsamiq, CamStudio, Salesforce, Adobe XD, Sketch, Visio, Netcore, Tableau, Odoo, Facebook Business Manager, Hootsuite, SAP Workforce Performance Builder, Microsoft Dynamics 365, Oracle CRM on Demand, Zoho, Hubspot, RoboHelp, FrameMaker, InDesign, Captivate, Madcap Flare, Docpad, HTML, UML, Adobe Acrobat, Kofax Customer Communications Manager (CCM), Google Docs, MS Word, MS Excel, MS PowerPoint, WordPress, SharePoint, Confluence, MS SQL, Microsoft Access, Office 365, Github, ZIRA, BugZilla, Confluence, SnagIT, Fullshot, Paint Shop Pro, REST API and Swagger.

**CAREER CONTOUR**

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| **POSist Technologies Pvt. Ltd., New Delhi** (<https://www.posist.com/>)  **July, 2019 – March, 2020**  **Senior Business Analyst**  **Domain: IaaS and PaaS, SaaS based ERP, Cloud POS, Inventory, Billing, Retail Software Solutions Provider** |

**Accountabilities:**

* Successful in quickly bagging and handling the ownership of the reservation calendar of IaaS, PaaS and SaaS based core and critical product suites within an impressive 9 months of my tenure in the company.
* Served as the Product Owner and led a SCRUM team of software engineers and software quality engineers, and served as the primary contact for product information.
* Developed, owned and continually updated core product and API strategies, communication, audience-maps, and business-cases and progress-reporting artifacts.
* Created estimating tools based on metrics for faster and more accurate projections and RFP responses.
* Managed all aspects of the integration including budget, project plan, resource allocation, requirements gathering, marketing and managing the project team.
* Elicited requirements using offshore client interviews and performed data, GAP, risk, cost-benefit, workflow and SWOT analysis.

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| **SSP India Pvt. Ltd., Gurgaon, India (**[http://www.ssp-uk.com](http://www.ssp-uk.com/)**)**  **June, 2011 – Sep, 2018**  **Senior Technical Writer cum Business Analyst**  **Domain: SAAS based Insurance, Banking and Finance Software Solutions** |

**About the company:**

* SSP is number 1 SAAS based Insurance and Broker Management system in the world and the only fully centralized rating and data enrichment product solutions provider headquartered in UK. SSP provides counter-fraud solution, legacy modernization and proven multi-currency and multi-lingual capabilities.

**Accountabilities:**

* Responsible for the analysis, management, and delivery of enhancements to several financial institutions SaaS model backed online, mobile and desktop-based banking applications.
* Initiated rollout of new enterprise API software solution for clients and trained, coached and mentored client staffs to ensure smooth transition of API product management to internal staff.
* As a product owner, created and maintained product vision, problem statements and scenarios, product roadmaps, epics and supporting documents, images and wireframes for user stories.
* Elicited and refined requirements, interacted with project sponsors, and established project plans and budgets.
* Stayed onsite at Halifax, United Kingdom from Aug 2016 to Nov 2016 for a confidential project and completed requirement gathering, knowledge transfer and integration.
* Defined BA work strategy, managed requirements scope, traceability matrix and module changes in form of Change Request (CR).
* Handled clients’ queries through technical discussions, defect management and defect tracking tools (BugZilla, eSD and IM) and performed root cause analysis.
* Created feasibility study, business models, high level test plans, mind maps, wireframes, UML, process flows, workflows, BRD, FSD, templates, data dictionary, use cases, sequences diagrams, flowcharts, technical user documents, training videos and presentations, Web Helps, API guides, case studies and white papers.

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| **HyperQuality India Pvt. Ltd., Gurgaon, India (**[www.hyperquality.com](http://www.hyperquality.com/)**)**  **April, 2011 – May, 2011**  **Lead Technical Writer cum Assistant Project Manager** |

**Accountabilities:**

* Became the primary client contact and Assistant Project Manager for the business-to-business SaaS based web applications.
* Developed a master project plan, templates and methodologies by which to manage the project portfolio.
* Tracked progress towards the release of a product.
* Contributed to the work of the Product Manager to define a product differentiation strategy.
* Handled responsibilities for UAT releases and performed functional, sanity and regression testing.
* Authored, quality controlled, reviewed and released documents for business use.

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| **Vihaan Networks Limited., Gurgaon, India (**[www.vnl.in](http://www.vnl.in/)**)**  **Feb, 2011 – April, 2011**  **Assistant Manager – Documentation** |

**Accountabilities:**

* Created the product vision and roadmap which accomplished the goal of the vision and developed positioning for commercial GSM, LTE and Broadband network solutions product suite of the organization.
* Managed the technical writing team (four writers), defined and managed the quality standards for documentation produced by technical writing team and development team.
* Work with a cross-functional team in planning product releases and prioritizes defect or bug resolutions.
* Ensured user stories are “ready” for development to start work and ensured each story has the correct acceptance criteria.
* Mentored/trained team members on tools, processes, business functions and complex initiatives.

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| **Sajan Software India Pvt. Ltd., Gurgaon, India (**[www.sajan.com](http://www.sajan.com/)**)**  **July, 2010 – Jan, 2011**  **Documentation Lead cum Product Owner** |

**Accountabilities:**

* As a Documentation Lead cum Product Owner, used Agile techniques to plot feature/request backlogs and built Agile Sprints to implement the backlog.
* Designed an API portal that stores the API standards, patterns, best practices and guidelines in SharePoint.
* Contributed to the project resourcing plan through accurate estimates and timelines, and incorporating onboarding lead times.
* Ensured issues and risks are effectively raised, assigned and addressed/mitigated in a timely manner.
* Wrote and reviewed/edited release notes, installation manuals, administrator's and user's guides.
* Designed and developed storyboards for Web-based training programs for organized learning.

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| **HyperQuality India Pvt. Ltd., Gurgaon, India (**[www.hyperquality.com](http://www.hyperquality.com/)**)**  **June, 2008 – July, 2010**  **Lead Technical Writer cum Assistant Project Manager** |

**Accountabilities:**

* As an Assistant Project Manager cum Lead Technical Writer of the Projects and Implementation team delivered and owned SaaS based web application’s project outcomes that are aligned to established cost, timing, deliverable and scope objectives.
* Provided on-going project status to identified stakeholders as outlined in the communications plan.
* Developed a robust project charter and partnered with Product Managers to translate client needs into API requirements.
* Engaged in requirement, gap, SWOT and risk analysis, stakeholder interviews, market research and project coordination.
* Developed and maintained developer (API), on-line help files and end-user guides.
* Developed Standard Operating Procedures (SOPs) for installing/maintaining computer hardware and software specific to company and its clients.

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| **Evalueserve India Pvt. Ltd., Gurgaon, India (**[http://evalueserve.com](http://evalueserve.com/)**)**  **Dec, 2007 – June, 2008**  **Senior Technical Writer cum Project Lead** |

**Accountabilities:**

* As a Project Lead cum Senior Technical Writer developed Work Breakdown Structures and schedules with input from team members to ensure consistency and repeatability in project delivery.
* Managed the instructional designers’ team of 15 members; led cross-functional creative, documentation and instructional design projects for various clients.
* Established complete product research, planning, design and delivery team to deliver 'first to market' products.
* Utilized enterprise project management systems, software and applicable templates to prepare documentation, tracked and monitored information and maintain database(s).

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| **Genpact, Gurgaon, India (Through Netcradle India Pvt. Ltd.)**  **Oct, 2007 – Nov, 2007**  **Instructional Design Consultant** |

**Accountabilities:**

* Reviewed and vetted content strategy and created Proof of Concepts (POC's) to ensure alignment with client expectations and full outreach potential.
* Gathered, managed, and prioritized the product backlog.
* Designed and developed story boards for technical writing and soft skills training which includes both Instructor-led and Web-based training.
* Wrote easy-to-understand user interface text and online help guides and tutorials.

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| **Emoxsha Technologies India Pvt. Ltd., Gurgaon, India (**[www.emoxsha.com](http://www.emoxsha.com/)**)**  **June, 2006 – July, 2007**  **Technical Writer cum Lead Technical Writer** |

**Accountabilities:**

* As a Lead Technical Writer, created training plans, audio-video training materials and provided training to end users.
* Wrote and edited technical documentation, including user manuals, installation instructions etc.
* Worked closely with engineering and quality assurance to ensure the right customer problem is solved. This involved sharing market research and competitive analysis with the team to best focus their efforts.
* Prepared technical help documents on the TimeKeeper Central (TKC) software for the client Kronos.
* Performed analyses of chat sessions between technical support team and TKC customers, complete with testing on the software to write user-friendly, technically accurate troubleshooting documentation.

**PERSONAL DOSSIER**

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Date: (Mousumi Borah)