Himey Jain [Mobile – 9584718989 | himey.jain@gmail.com | LinkedIn]

Career Summary

- **IT professional** with **5 years** of experience and specialized in project management, business analysis, application development and operations management
- Expertise in designing solutions through **Agile** and Waterfall methodologies for **Telecom** and **BFSI clients**
- Collaborated with Consultants, Product Owners, Solution Managers and Architects to design pragmatic strategies for the **digital transformation** and **process automation**

Professional Experience	59 Months
IT Analyst, Tata Consultancy Services	July 2015 - June 2020

Business Analysis (*Consulting, Process Upliftment***)**

- **Provided consulting support** to the clients, extensively interacted with them, gathered business requirements, coordinated with multiple teams to provide resolutions, and **implemented the solutions** flawlessly
- **Coordinated and proposed solutions** to improve processes and UI/UX for enhanced customer experience
- **Interfaced and liaised** with the **Business and Development teams**, effectively communicating testing metrics, progress, schedules and issues impacting delivery
- Drafted various application-related documents like **BRDs, FRDs and FSDs**
- Developed a **roadmap for short and long-term work**, managed prioritization and monitored the work to ensure objectives were met
- **Interacted with stakeholders, SMEs and end-users** to understand, analyze, communicate and validate requirements using **JAD and JAR sessions**

Project Management (*Development, Standardization***)**

- Fronted successful implementation of **transformation and enhancement project** for Tata Communications Limited within triple constraints of time, scope, and budget
- **Spearheaded projects** from inception to execution that involved requirement gathering, analysis, timeline estimations, allocating resources, delegating tasks, and managing risk to achieve on-time, on-budget delivery
- Documented and communicated product concepts using **use cases, PRDs and wireframes**
- **Developed, enhanced, and standardized** more than **25 application modules,** which were being used by 15 thousand users worldwide, in a span of three years
- Designed multiple **Power BI Dashboards for top management** to view **KPI's**, performance and user-related stats
- **Automated various manual and repetitive tasks**, which helped in a significant reduction in person-hours
- Implemented various **process improvement solutions,** which helped in the reduction of failure rate by a significant number
- **Worked with cross-geo stakeholders** across Canada, USA, Singapore to develop modules catering to region-specific requirements
- Extensively used **Jira** for writing EPIC, user stories, defect tracking and task management
- Used **analytics-driven approach** to identify and prioritize the areas to be worked upon

Leadership (*Team Handling, Training***)**

- **Led a cross-functional team of 8** responsible for application development, enhancement, testing and support
- Responsible for **training and mentoring** employees; Conducted cross-functional training for **20 associates**

Education		
Course	**Institute**	**Year**
PGDM (GM)	XLRI, Jamshedpur	2020-21
B.E. (Information Technology)	MIST, Indore	2011-15

Achievements & Certifications

- **Certified RPA Developer Advanced** - UiPath and **Certified Advanced RPA Professional** - Automation Anywhere
- **Certified Tableau Analyst** by Tableau Software
- **Certified in R Programming** from Johns Hopkins University
- **Lean Six Sigma Green Belt Certified** by KPMG India
- Awarded **"On the Spot"** and **"Star Team Award"** by TCS for exemplary work and contribution to the project

Academic & Extra-Curricular Activities

- **Co-Founder and VP, BizFits – Business Technology Club** of PGDM(GM)-XLRI Jamshedpur since Nov'2020
- **Co-Founder of Finance and Investment Committee**, PGDM(GM)-XLRI Jamshedpur since Sep'2020
- **Second Runner Up, SJMSOM IIT Bombay Competition** Avenues'20 among 681 teams in Nov'2020
- **Second Runner Up, Investment Management and Personal Finance Competition** among 198 teams in Sep'2020