

NIKHOLAS HARRIS

Business Analyst

Certified Scrum Master

# PROFILE

An experienced and highly motivated Business Analyst with experience with Amdocs, TCS, L&T, Cognizant in managing projects & requirements. A fluent communicator with strong investigation and problem-solving skill having worked in Agile and Waterfall Projects. Customer oriented, multitask professional with excellent analytical and logical skills. Verifiable track record in fields such as Information Security, Data Sciences, analysis and gathering requirements, business process optimization, Impact analysis, conducting client presentations and achieving cost effective solutions with quality. Effective team player with experience in leading and collaborating cross teams

to ensure successful delivery of solutions

# AWARDS

Star Award, Amdocs

Best Student Award, IIM

# CONTACT

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# SKILLS

* Microsoft Office Suite – Word, Excel, Power Point, Project
* Design Documentation – Use Case, BPMN, Wireframes
* Tools: Jira, Confluence, Bugzilla, SQL Developer, DB2 Visualizer, Thunderhead 6.1.7, Visio, Git, Collibra(In progress)
* Technical Skills – SQL, Understanding of Database concepts, Data Modelling Techniques
* Other Skills – Communication, Problem Solving, Project Management, Change management, Agile Software Development, Team Leadership

# WORK EXPERIENCE

## Amdocs

Mar 2024 – Present

**Designation**: Senior Associate **Responsibilities**:

* Key Project: Data Transparency - Enhanced Feed Delivery: This was an initiative to create Standard Client feeds with more data visibility and reduced customizations.
* Technical Business Analyst for ESG Engineering team
* Coordinating requirements between Product Management and Engineering teams (API, ESG Dev, Screening Engine, Data feeds)
* Create, modify and maintain products as part of product configuration management
* Create, modify and maintain data points as part of meta data management
* Resolves issues/ queries related to product configurations and meta data management
* Manage releases for products and meta data
* Manage client expectations by creating technical documents and resolving queries in a timely manner
* Track Jira’s by maintaining Jira boards and managing sprints

## L&T Mindtree

Oct 2021 – Feb 2024

**Designation**: Deputy Manager (Business Analyst + Project Management) **Responsibilities**:

* Key Project: Go Green Initiative – This was a profitability initiative that increased the go green uptake from 35% to 80% at company level hence saving company costs in printing.
* Part of Business Solutions Group
* SPOC for Retail Ops - New Business, Endorsements, Dispatch, Cancellations, Refunds, Retail Underwriting, Group Operations - Affinity Business and Digital Improvement

* Liaising with business Teams and IT to seek timely solutions
* Coordinate for all stages of project development including system design, development, prepare test scenarios, review test cases, evaluate impact, conduct UAT, training, obtain user sign offs, roll out and post-implementation support.
* Stakeholder communication & alignment of project status/issues via review meetings and update tracker
* Facilitate forums to address the priority of reported enhancements and Improvements

## TCS

Jan 2018- Aug 2021

**Designation**: Business Analyst **Responsibilities**:

* SPOC for 2 product areas: Insurance Claims and Organization – Workflow
* Ownership of user stories and Epics from beginning till the end
* Worked with product owners and stakeholders to elicit their feedback on customer satisfaction items and prioritize backlog Create Design Document Specification (FRD)
* Translate Stakeholder requirements into tangible deliverables like functional specification documents or user stories
* Lead the team of 4 Business Analysts to implement Allianz bi-annual Product Upgrade activity
* Conduct in-depth analysis for process optimization and identify impacting areas
* Develop User Stories and Define acceptance criteria for the same
* Analyze functionality requests for providing business value based recommendations/ solutions
* Provide development team with SQL queries and pseudo codes to help them understand the requirement from technical perspective • Conduct Data Analysis
* Production Support
* Work with cross functional teams
* Mentor and train new joiners
* Create training materials for completed solutions

## Cognizant

Oct 2013 – May 2016

**Designation**: Senior System Engineer Project Description: Metro Systems – Offshore (European Retail chain – B2B) **Responsibilities**:

* Understand the business requirements and contribute during demand estimates
* Create Low Level and High Level Design documents
* Perform POC’s for new requirements
* Prepare Technical Solutions - translating requirements into Siebel objects
* Implementing technical solutions in Siebel CRM tools
* Perform unit testing
* Responsible for mentoring and training new joiners

# ACHIEVEMENTS

* Received Star Performer Award at Amdocs, 2022
* Received RnRAward for delivering crucial requirements within given timelines by TCS, 2019
* Received client appreciations for being proactive and achieving milestones within given timelines at TCS.
* Received Best Student Award at IIM, 2018
* Co-Curator of TEDx,2022
* Head of Entrepreneurship &Leadership Forum(ELF), E-Cell, IIM
* Intern at NTT Data for 3months as a Business Analyst
* Awarded 1st place in intra college mini project exhibition.

# EDUCATION

## IIM, 2016-2018

Degree: MBA (Master of Business Administration)

Specialization Subjects: Information Technology, Software Solutions Management, Information Security, Data Sciences CGPA: 7.14

## Bangalore University, 2009-2013

Degree: BE (Bachelor of Engineering)

Specialization Subject: Electronics and Telecommunications

Percentage: 72%

## CBSE, 2007 -2009

School

Specialization Subject:

Science Percentage: 76.5%

## CBSE, 2007

School

Percentage: 81.23%

# PERSONAL DETAILS

Date of Birth: 26th March, 1993

Languages Known: English, Hindi, French

Gender: Male

Hobbies: Art/ Craft, Watching Movies

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

## Nicholas Harris