

ARUNABHO MAJUMDER

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WORK EXPERIENCE

SOLUTION CONSULTANT, LEENA AI

JULY 2020 - PRESENT

- Developed business architecture using requirements such as scope, processes, alternatives, and risks.
- Led and managed a service support team of 5 members and we were responsible for end-to-end incident and problem management with a success rate of 95%.
- Analyzed client's business requirements and processes through document analysis, interviews, workshops, and workflow analysis.
- Conducted 5+ levels of testing including functional, regression, user acceptance, integration, and performance to verify the client's needs are met.
- Redesigned customer communication and fulfillment protocols, increasing customer satisfaction rates by 35%.
- Collaborate closely with developers to implement the requirements, provide necessary guidance to testers during QA process.

BUSINESS ANALYST, LAWENDO

MARCH 2018 - JUNE 20

- Engaged with client to gather software requirements/business rules and ensure alignment with development teams.
- Translate stakeholder requirements into over 10 different tangible deliverables such as functional specifications, user cases, user stories, workflow/process diagrams, data flow/data model diagrams.
- Provide project level analysis – producing required project analysis documentation (business requirements, scope matrix, use cases, sequence diagrams, future state proposals, UAT plan).
- Facilitate monthly meetings with clients to document requirements and explore potential solutions.

SOFTWARE DEVELOPER & CO-FOUNDER, MYHOMECART

August 2016 – March 2018

- Developed the ecommerce Platform and managed the entire analytics.
- Managed a team of analyst for delivering actionable insights to optimize the site experience and conversion.
- Worked closely with the seller community to understand their needs, educate them of customer experience goals.
- Managed budgeting and finance operations in the first year of my career. After a year, I moved to product management with the responsibility of managing the logistics.

OTHER RELEVANT EXPERIENCE

SOFTWARE ENGINEER, data245 (DEC 2019 – MARCH 2020)

KEY SKILLS

- Strategic Planning
- Business Planning
- Scrum Master
- Problem Solving
- Multitasking
- Client Management
- Requirement Elicitation (JAD, BRD)
- Proficient in MS Office (Word, Excel, Outlook, PowerPoint, Visio).
- Interpersonal Skills
- Communication
- Time Management
- Collaboration
- Teamwork

TECHNICAL SKILLS

- Node Js
- Python
- Jira
- Data Visualization

LANGUAGES

- English
- Hindi
- Bengali
- Assamese