

Paresh Naik

Business Analyst

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Sr.Business Analyst : A dynamic and versatile professional with a firm contribution to Project Management, Business Analysis, Documentation , Workflow process design. A focused top-level Project management professional with over 12 years of experience in the Product team.



Profile Summary

- Responsible for Process Migration, Project Documentation, Process mapping,
- Requirement gathering for the project. Also responsible for Business reporting,
- Process audit with the creation of SOP.
- Lean Six Sigma foundation & Introduction of PMP certified.
- Data analysis with a specialist in MS Power BI & Tableau.
- Specialist in DevOps & JIRA for Project Management as well as for WBS.
- Current Client: Portall Infosystem (J M Baxi) Current Project: NLP Marine (National Logistic Portal Marine (Govt of India – India Port trust Project)(Technology- Angular-Microservices)
- Certified Salesforce, ERP Expert, so proficient in Data Analysis & Reporting.
- An outstanding proven career with 4 promotions in 7 years with outstanding performance 5 rated appraisals in consecutive 3 years in a row.
- Researches and analyzes improvement opportunities, conducts analysis, prepares recommendations, and facilitates efficiency enhancements. Develops business requirement documents and specifications.

Domain Highlights

- Insurance
- Shipping Line & Logistics
- Payment
- Salesforce
- Tarde Finance
- Payment & Invoice
- Freight Forwarding
- SCM
- Customs
- Ports & Terminal
- Learning & Training

Education

- Bachelor of Science: University of Mumbai
- MBA -IT : Narsee Munjee Institute Management Study (NMIMS), Mumbai.(Pursuing last semester)

Technical

- Certified Salesforce Business Analyst
- Lean Six Sigma foundation
- Certified Linux administrator
- Certified Salesforce administrator & app builder
- Certified Salesforce Developer1
- Introduction to Project Managment Certification



Experience

- Designation: **Sr Business Analyst**
- Company: **Synoris Information system LLC**
- Service base- Client : JM Baxi Group- Portall Infosystem
- Project name: National Logistics Portal (NLP) Marine (Govt.of India-IPA)
- Duration: 1 year {16-10-2021 till date.}
- Location: Sion,Mumbai- India

Current Responsibility:

- Responsible for all documentation about the product including overall purpose, data flows, infrastructure, SRS, BRS, FRS,RFP,DRP, technical document, solution design architecture document, API documentation and test plans according to corporate standards
- Providing specialist knowledge for their products to all stakeholders
- Develop and maintain detailed databases of appropriate reference materials, including research, usability tests, and design specifications
- Evaluate current content and develop innovative approaches for improvement
- Research, outline, write and edit new and existing content, working closely with various departments to understand project requirements
- Independently gather information from subject matter experts to develop, organize and write procedure manuals, technical specifications, and process documentation
- Producing deliverables related to the project(s) assigned, end-user training, and assisting in post-implementation support
- Partnering with business liaisons and technical teams to understand and define product goals, issues, and technical system requirements
- Partnering with designers and development team to influence product functionality is built to a high quality
- Responsible for ensuring that the system lifecycle is followed, and all IT governance processes and procedures are adhered to
- Responsible for initiation of improvement projects
- Responsible for exploring and enhancing automated testing for the applications where possible
- Work with all vendors on product design and development to achieve first samples that are at an adoptable status
- Leads projects from empathize through ideation, working collaboratively with internal and external stakeholders and contributors.

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- Previous Company: **Maersk Line** (World's No 1 shipping line)
 - Designation: **Workflow Analyst (Sr.Business Analyst)**
 - Duration: **9 years** {25-06-2012 to 14-04-2021}
 - Location: **Cape town, South Africa**
 - Level: Mid-Senior (Level 3+)

Role & responsibility:

- Leads projects from empathize through ideation, working collaboratively with internal and external stakeholders and contributors.
- Owns the product life cycle from implementation through improvement, testing, planning, and optimization to improve the business operations, using skills like LEAN, TOGAF and ITIL.
- Responsible for reporting on the product goals and KPIs and research to identify brand appropriate trends and market opportunities. Responsible for sharing that information with the business and associate them to business metrics to drive business improvement.
- Responsible for all documentation about the product including overall purpose, data flows, infrastructure, and test plans according to corporate standards
- Providing specialist knowledge for their products to all stakeholders
- Owns incidents and problems across product landscape and ensure proper problem management is followed up and concluded
- Change owner for all changes that involve the products, including underlying infrastructure changes to ensure the changes are reviewed, signed-off, implemented and validated

- Responsible for coordinating communications with terminal Labor Relations and Legal that could be impacted by product usage and changes.
- Producing deliverables related to the project(s) assigned, end user training, and assisting in post implementation support
- Partnering with business liaisons and technical teams to understand and define product goals, issues, and technical system requirements
- Partnering with designers and development team to influence product functionality is built to a high quality
- Responsible for ensuring that the system lifecycle is followed, and all IT governance processes and procedures are adhered to
- Responsible for initiation of improvement projects
- Responsible for exploring and enhancing automated testing for the applications where possible
- Work with all vendors on product design and development to achieve first samples that are at an adoptable status
- Previous Handled Project (Maersk): Product base Project-
 - Salesforce(AI & ML) - Einstein Workflow automation project,
 - ERP- Transport Trucking & Tracking
 - RKEM- Port & Terminal System
 - NAVIS- Portnet-EDI- South Africa port system
 - US Military cargo operation.
 - Captain Pieter- Reefer container temperature measurement software for 24X7 for whole container transport time.
 - SAPS- Payment & Invoicing.
 - Letter of credit & Insurance
 - RKEM container tracking,
 - Captain Pieter,
 - Salesforce ,
 - Maersk training software,
 - My Maersk upgrade,
 - Shipping Booking tool
 - GCSS- Global Customer service software
 - Booking tool

- Previous Company: **Enerwind System**
- Duration: 3 years {1 -05-2009 to 30-05-2012}
- Designation: Sr Customer Service Agent (Freight Forwarding)
- Location: Pune, India

Job Description :

- Handles all Import-Export Procedures & Shipment Documentation.
- Arranging Bank Remittances & timely payment of Imports.
- Keeping Track of the consignments. Regular Follow ups with the CHA for timely delivery.
- Preparing Costing & dealing with the Costing related matters.
- Works with freight forwards and transportation companies to set best route and rate (reviews and approves all freight terms and agreements).
- Collaborates with procurement department to determine best practice for freight in and freight consolidation.
- Supports proper utilization of ERP system (Planning Edge, Accellos).
- Member of the operations staff, responsible to routinely report on department KPIs along with appropriate analysis and countermeasures where necessary.

- Previous company : **Max New York Life Insurance Pvt Ltd**
- Designation: **Associate Sales Manager**
- Duration- 1 Year {25-03-2008 to 30-04-2009}
- Level: Mid-Senior level- 23 team size.

Job Description:

- Design and implement effective marketing strategies to sell new insurance contracts or adjust existing ones.
- Contact potential clients and create rapport by networking, cold calling, using referrals etc
- Appraise the wishes and demands of business or individual customers and sell the suitable protection plans
- Collect information from clients on their risk profiles in order to offer them the proper solution
- Prepare reports to shareholders on the success of your business endeavors
- Retain continuous awareness of transactions, sales and terms and keep relative records.
- Check insurance claims to solidify trust and safeguard reputation
- Frequently replenish job-specific knowledge and apply it on the field
- Fulfill all company-established policy obligations



Career Timeline



Awards & Recognition

- Awarded in month of September 2013 as 'Star Performer Award'.
- Awarded in month of July 2014 as 'Going the Extra Mile'.
- Awarded in month of September 2014 as 'Champ of the Month'.
- Awarded in month of November 2015 as 'Going the Extra Mile.'
- Awarded in WEEK 2 of 2016 as 'Best Site Care Pro Story'
- Awarded in WEEK 41 as 'Care Excellence STAR'
- Awarded in month of April 2020 as 'Green Star Team Player Award.'
- Awarded in month of November 2019 as 'Green Star Team Player Award'

Declaration

I have declared that the above -mentioned details are true, if any mistake is there at the time of your checking than it is my responsibility.

Date : _____

Signature

Place: _____

(Mr Paresh Ashok Naik)