

Contact

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Top Skills

Salesforce.com Administration
Amazon Connect
Business Process Improvement

Suraj Bishwokarma

Business Analyst | Strategic Business Analyst | Data-Driven Insights
| Process Optimization | Driving Growth and Efficiency
Baltimore, Maryland, United States

Summary

- Business analyst with over 5 years experience. Experience analyzing different business operations with a focus of providing remarkable IT Service Management solutions for the end users.
- Extensive expertise in gathering different requirements and validating same with Process owners.
- Successfully used Agile/Scrum Method for gathering requirements and facilitated user stories workshop.
- Exposure to varied project executed using Scrum, SAFe and Kanban Methodologies
- Expertise in UI/UX design for webapps and mobile applications

Skills: Business Process Documentation, Stakeholder Management, User Experience, Gap Analysis

Tools Used: Amazon Connect, AWS, Salesforce, Zoom Phone, Adobe XD, JIRA, Confluence, Lucidchart, Balsamiq, Zoho Desk

Experience

InterVision Systems

Business Analyst

August 2023 - Present (1 year 5 months)

Sacramento, California, United States

Business Analyst specializing in Contact Center implementation at InterVision,

Cinch Home Services

Business Analyst

February 2020 - August 2023 (3 years 7 months)

- Contributed to the integration of Zoho Desk with Cinch Agent Application, a customized, proprietary software utilized by Cinch customer service agents, in order to harness the benefits of both systems and provide a unified platform for users.

- Served as primary BA to integrate Cinch application with case management platform - Zoho Desk to help streamline the flow of tickets, tasks, phone calls between various internal teams and BPOs.
- Oversaw the vendor relationship with Zoho Corporation to ensure prompt resolution of any issues faced.
- Serving as the focal point for the capture, analysis, and management of functional and non-functional systems requirements, and user stories and experienced with functional decomposition of large business needs into multiple layers of requirements/user stories.
- Created and executed a tailored CTI Pop-Up that displays pertinent customer information to aid customer service representatives during phone calls.
- Collaborated with cross-functional teams to develop and implement new product features and enhancements, resulting in increase in operational efficiency for Customer Service Agents by bringing all relevant customer information on a single platform.
- Contributed as UI/UX designer of any customized pages implemented to fulfill business requirements.
- Collaborated with the Scrum Master to establish Release/Sprint backlogs, resolve impediments, and provide direction on scope of work to be accomplished.
- Conducted user acceptance testing and gathered feedback from stakeholders to ensure that new features met business requirements and improved the user experience.
- Developed QA test plans and scripts, tracked and logged defects reported in defect tracking systems and worked to ensure defects were resolved.

Education

Community College of Baltimore County

Activity

11/20/2023, David Gonzalez added candidate to App Orchid PM reviewed

12/13/2024, Amanda Bazurto Middleton added candidate to BA - HuLoop

12/13/2024, Amanda Bazurto Middleton updated candidate from BA
- HuLoop

12/16/2024, Viewed by Amanda Bazurto Middleton