SWAPNIL JHA

📞 +91-9969548401 ✉ jhaswapnil49@gmail.com in Swapnil-Jha ⌨ Swapnil-Jha

TECHNICAL SKILLS

Methodologies/Frameworks: Agile/Scrum, User Stories, Gap Analysis, Use Cases, Requirement Traceability, Stakeholder Management, Process Flow Modeling (BPMN, UML Models), API Integration, Exploratory Data Analysis

Analysis Tools: Jira, Azure DevOps, ITSM, Cherwell, MS Excel, PowerPoint, Swagger, SAP C4C, LucidChart, Visio, Power BI, Tableau, Gen-AI tools

Languages: HTML/CSS, SQL, JavaScript, Java(Intermediate), ABSL(Intermediate), Python(Intermediate), C++(Intermediate), Data Science, AI/ML

Developer Tools: VS Code, Git/GitHub, Maven, IntelliJ, Postman

EXPERIENCE

Deloitte-USI   **Oct 2023 — Present**
Consulting Analyst   *Hyderabad, India*

- **Partnered** with stakeholders to **elicit, document, and refine 30+ business requirements, ensuring alignment with client needs and product owners in Agile environment.**
- **Authored 65+ BRDs, FRDs and FSDs** for system enhancements and third-party integrations, ensuring smooth delivery by development teams.
- **Supported multiple sprint-planning, cut-over migration, UAT, and post-go-live activities**, enabling seamless transitions and high adoption rates.
- **Designed and executed 120+ test scenarios & scripts** to validate system functionality against business requirements, **leveraging SQL for data analysis and validation.**
- **Designed and delivered** advanced UI enhancements, including custom screens, mashups, page layouts, and embedded components, to support complex client requirements.
- **Configured and customized** SAP Sales & Service Cloud to **streamline workflows and improve customer engagement by over 60%.**
- **Assisted** in the rapid transition of the entire SAP Sales Cloud Version 1 solution to Version 2 covering over **40+** custom objects to **enable enhanced capabilities.**

IIM Vishakhapatnam   **Jan 2023 — April 2023**
Research Intern   *Remote*

- **Extracted and parsed** hundreds of complex MSME PDF data into excel using Traction Software over multiple years.
- **Utilized** logistic regression models to analyze and interpret the data outcomes achieving accuracy upto 94%.

HelpForSure Pvt. Ltd.   **Jan 2022 — June 2022**
Software Engineer Intern   *Mumbai, India*

- **User authentication using AWS Cognito and JavaScript SDK** resulting in 100% **automated onboarding of technicians and their workshops.**
- **Utilized Interakt APIs** for communication over whatsapp, Twilio for message notification, MailChimp for email notification and **AadharKYC API for document verification.**
- **Automated video processing using OpenCV** of damaged device images along with storage and processing of device images/videos on AWS S3.

COURSES/ACHIEVEMENTS

- Awarded with **Spot Award** twice for **precisely capturing complex requirements and completing design phase successfully.**
- Excel Formulas & Functions- Find Answers in your Excel Data
- Tableau A-Z : Hands-On Tableau Training for Data Science
- S/4 HANA Training for SAP Functional Consultants
- SAP Certified Associate - Implementation Consultant - SAP Sales and Service Cloud

EDUCATION

KJ Somaiya College of Engineering   **July 2019 – June 2023**
Bachelor of Technology in Computer Engineering - 8.50/10   *Maharashtra, India*