



Sowmya Sowrirajan

IT Business Analyst

 Chennai

 +91 9894473492

 sowmyasowrirajan@gmail.com

Results-driven and delivery-oriented IT professional with an overall 10+ years of experience in the finance, e-commerce, and telecom industries. Experienced Business Analyst with 5+ years of expertise in requirement gathering, identifying, analyzing, and implementing process improvements by working with cross-functional teams and key business stakeholders.

Skills



- Requirement Gathering and Elicitation
- Business Requirement Analysis
- User Stories and Use Cases
- Documentation (BRD, FRD, Wireframes)
- Process Improvement
- Stakeholder Engagement
- Cross-functional collaboration
- Test Cases and User Acceptance Testing
- Data Analysis
- Microsoft Office Suite (Excel, PowerPoint, Word)
- Microsoft Visio, JIRA, Confluence, BPMN, Aris, Figma
- Agile Methodologies
- Analytical and Problem-Solving Skills
- Communication and Presentation Skills
- Reporting and Data Visualization
- Project Management
- Team Leadership
- Basic understanding of SQL (based on the project needs), Tableau, Postman, SoapUI, and Restful APIs.
- Basic work knowledge of ServiceNow-ITSM

Certifications and Trainings



- Certified Business Analysis Professional (CBAP)
- Product Specialization Program

Professional Experience



Business Analyst – ServiceNow ITSM

Icon Plc. - Chennai, India | May-2024 to Present

- Working on a ServiceNow improvement project and collaborating with stakeholders to identify the users' needs and problems and provide solutions.
- Creation of stories and acceptance criteria in the ServiceNow platform and collaboration with the development team to meet the expectations.
- Creating or updating new/existing forms and workflows in ServiceNow, working on service requests and incidents.

Lead – Business Analyst

UST- Global Technologies - BMW, Chennai, India | Oct-2022 to Jun-2023

- Conducted business process analysis and identified gaps and areas of improvement to enhance operational efficiency and user experience of the web and mobile applications.
- Collaborated with stakeholders/ product owners to gather and document business requirements, ensuring alignment with organizational goals.
- Developed user stories, wireframes, and elicitation meetings to support the design and development of solutions to meet clients' requirements.
- Conducted in-depth analysis of customer behavior and collaborated with marketing teams to develop and implement targeted campaigns to increase online sales.
- Participated in test cases and user acceptance testing before and after each deployment to validate the performance of the web and mobile applications.
- Participated in the analytics discussion to present key performance metrics to stakeholders.

Business Role - Assistant Consultant | Functional Role - Business Analyst

Tata Consultancy Services – Citi Bank, Chennai, India | Feb-2013 to Sep-2022

- Gathered the requirements from stakeholders for transformation initiatives to divide the legacy application into various Restful APIs.
- Collaborated with stakeholders to define the scope and benefits of transformation for smooth customer onboarding.
- Provided the solution based on the analysis of the changes/requirements.
- Collaborated with a cross-functional team to develop the Splunk dashboard to monitor and maintain the logs from the APIs.
- Conducted daily stand-up calls to get the progress of the tasks.

Project Management Office | **Tata Consultancy Services – Citi Bank**

- Maintained up-to-date status and delivered weekly updates to customers.
- Lead the development, implementation, and continuous improvement of project management processes, methodologies, and standards.
- Provided support in the creation of project plans, schedules, and resource allocation.
- Collaborated with project leads to ensure adherence to project timelines.
- Coordinated project activities, tracked milestones, and maintained project documentation.

Business Analyst | Tata Consultancy Services – British Telecom

- Gathered the requirements from the business and analyzed the As-Is process to design the To-Be solution that met clients' business needs.
- Conducted impact analysis and risk analysis to ensure successful implementation of changes.
- Created wireframes, FRD, and BRD based on the requirements.
- Elicited the requirements to the business and IT teams with the use of Oracle BPMN and Visio.

Data Analyst | Tata Consultancy Services – British Telecom

- Used statistical methods to analyze data and generate useful business reports.
- Analyzed the coverage report for fibre connections and generated reports for the client.

Education



Aug 2014–Jun 2016 MBA: Human Resources Management

University of Madras - Chennai

Jun 2009–May 2012 Bachelor of Science: Computer Science

Anna Aadarsh College for Women - Chennai