

TUSHAR JAIN

PROFILE Over 8 years of experience in various domains with major focus being BFSI sector. Responsible for translating complex and varied business needs into definable business & technical requirements and solutions. Possess good knowledge of diverse systems and has an aptitude for business analysis.

- SKILLS & ABILITIES**
- Business and Functional Requirements Gathering
 - Process Design & Optimization including Business Process Improvement
 - Absorb and Articulate complex ideas quickly and accurately
 - Steer the team on solution delivery
 - Excellent work output even under multiple, tight deadlines
 - Client Focused and Adaptable
 - PRINCE2 Foundation & Practitioner Certification
 - NASBA certified in Capital Markets

EXPERIENCE **ASSISTANT MANAGER, HITACHI SYSTEMS MICRO CLINIC, DELHI**

November 2019 – February 2021

- Worked closely with C-level managers and Business Vertical Heads to formulate business strategy in order to expand the business & provide new service/solution offerings.
- Acted as SPOC for Government Business PMOs along with providing and enabling project prioritization, management information, resource planning, decision making, and ensuring constant communication between Sales, Pre-Sales, PMO and Delivery teams.
- Understand the current project status and P&L and drive strategic programs across verticals.
- Involved in approval of opportunities from BFSI and Central Government sectors.
- Performed competitive analysis and calculate costing for a prospective deal.
- Created weekly dashboards and provided a high-level summary for reviews and quick business overview and assisted with RFP preparation.
- Lead team reviews for status of ongoing and forecasted deals, business forecast and exposure numbers along with possible solutions / requirements to increase collections.
- Assisted with enhancement and maintenance of CRM portal based on Microsoft Dynamics and dashboard creation on Power BI.
- Organization predominantly being a system integrator, got to learn about the overall solution offerings including SSN (Cloud, HCI etc.), Security (NOC, SOC etc.), Managed Services and End-user computing.
- Analyzed available data and prepared monthly financial metrics and key business drivers specific to different products/functions and created various reports/presentations for senior management to take informed decisions and provide insights on business productivity.
- On-boarded and worked closely with newly acquired offshore entity and helped with various business process integrations.

CONSULTANT, KPMG, DELHI

December 2016 – October 2019

- Involved in monitoring and requirement gathering for Core Insurance System implementation for the largest agriculture insurance company in India with key focus on Reinsurance and Pricing modules.
- Assisted with vendor selection for core implementation of Core Life and General Insurance Solution for a Bahrain based client with experience in Takaful and non-Takaful Insurance.
- Worked on implementation of online software solution for a DBT scheme for MoWCD with key focus on logical flow of the application, feature enhancement and suggestion and Integration with external systems like PFMS, DBT and state owned schemes.
- Assisted with various business development activities including but not limited to risk approvals, RFP preparation and evaluation.
- Responsible for identifying and analyzing the risks along with creating risk management and mitigation strategy.
- Managed multiple projects while monitoring the progress & timelines and reporting the same to the key stakeholders.
- Built cordial relations with the client while also becoming the point person for client queries outside of the project scope.
- Awarded KUDOS award for contribution on project/assignment involving multitasking and handling stringent deadlines to make a positive impact. Criteria for nomination to the same includes; An employee who has received any accolade from a client and Exceeding personal and departmental objectives.

ASSOCIATE CONSULTANT, ERNST & YOUNG PVT. LTD., MUMBAI

May 2014 – December 2015

- Assisted in strategy creation and designing & documentation of operation flow for a mobile wallet service.
- Assisted in identifying the challenges and strategy creation for introduction of new services for a private life insurance firm.
- Assisted in evaluation and scoring of RFPs for with India's largest loyalty player to tie up with insurers as a Corporate Agent.
- Created Procurement Policy for a commercial bank after identifying the industry best practices and discussions with top management.
- Assisted in development of licensing application for Payment Bank for a client with key focus on market research and HR Framework for the proposed organization.
- Involved in building the strategy documents and proposals including competitive analysis and forecasting.

BUSINESS ANALYST, XORIAN SOLUTIONS PVT. LTD., MUMBAI

July 2012 – May 2014

- Suggest application enhancements and provide unique application ideas.
- Prepare and review the Requirement Analysis and Functional Specification documents.
- Facilitate where requirements gathering becomes complex or controversial.
- Responsible for explaining functional requirements to business, development and QA teams.
- Work closely with developers and architects to build custom applications.
- Preparing Business Requirement Documents, Use Cases/User Stories etc.
- Be involved with all phases of development (analysis, design, coding, testing and deployment).

INTERN, ERNST & YOUNG PVT. LTD, MUMBAI

May 2011 – September 2011

- Assisted in development of card scheme and card acceptance network for a client with main focus on product development, dispute management and fraud & risk management in cards, while working on the client side.
- Carried out market research for a leading insurance company to enter India in General Insurance segment.
- Assisted a leading public sector bank in setting up of an IT subsidiary and Joint Venture partner for the same, to provide SAAS with focus on benchmarking the software.
- Assisted in research of specified parameters for an IT giant for providing services to Banks in India.

INTERN, ELECTROTHERM (INDIA) LTD., AHMEDABAD

February 2009 – April 2009

- Worked as a technical analyst for effective implementation, maintenance and monitoring of SAP ERP, a backbone for companywide business processes.
- Learnt various concepts and nuances related to the successful implementation of SAP ERP.

EDUCATION

QUALIFICATION	INSTITUTE / ORGANIZATION	BOARD / UNIVERSITY	YEAR	% / CGPA
MBA (Tech.)* [MBA & B.Tech]	Mukesh Patel School of Technology Management and Engineering	NMIMS, Mumbai	2012	2.77/4.0
XII	K.V. INS Hamla, Mumbai	CBSE	2006	70.8%
X	K.V. No. 1, Bhopal	CBSE	2004	78.6 %

*5 year Dual Degree Programme with MBA major in Finance and B.Tech in Information Technology

ACADEMIC
PROJECTS/PAPERS

- Seminar Paper on 'Financial Inclusion – Key to inclusive Growth'.
- Seminar Paper on 'Wealth Management and Regulations in India'.
- Research Paper on 'Need for new regulations in Microfinance in India'.
- Research Paper on 'Inflation in India and RBI's Monetary Policy' in Business Economics.

EXTRA CURRICULAR

- Developed various websites and web based games.
- Passionate about gadgets and technological advancements.
- Participated in various intra-school and inter-school sports and outdoor activities.
- Hobbies are travelling, exploring and seeking knowledge.

PERSONAL DETAILS

- D.O.B. – 9th March, 1989
- Sex – Male
- Nationality – Indian