Surbhi Kumari

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Professional Summary

Over 6+ years of experience in senior-level business analysis, Consulting and project management, consistently delivering outstanding results. My track record includes optimizing processes, enhancing operational efficiency, and successfully leading cross-functional teams to achieve business objectives.

Area of Expertise

- **Project Management**
- **Risk Management**
- **Problem Solving**
- **Communication Skills**
- **Resource Allocation**
- **Azure Devops (ADO)**
- **Asana**
- **Monday.com**
- **Draw.io**

- **Time Management**
- **Stakeholder Management**
- **Organizational Skills**
- **Documentation (SRS, FRS, BRD & FRD)**
- **E-Governance**
- **JIRA**
- **Trello**
- **Basecamp**
- **Microsoft Visio**

Career Contour

Deloitte Touche Tohmatsu India LLP   10/2024—01/2025

AM - Consultant

Handled tax Digi E-governance project involves a range of roles and responsibilities to ensure compliance, accuracy, and efficiency. Project Planning and Management: Involved with the requirement gathering of the scope. Continuous Interaction with the State governments and Coordinate with stakeholders to define project scope, objectives, and deliverables.

- Document project requirements by doing research
- Government Compliance and regulations
- Data Analysis and Reporting
- Process Flows/Maps
- Team Leadership and Collaboration
- Client Communication
- Zonal Officers interaction

Syansoft Technologies Pvt Ltd, Gurgaon, India   11/2023—04/2024

Project Coordinator

Handled tax domain projects involves a range of roles and responsibilities to ensure compliance, accuracy, and efficiency. Project Planning and Management: Develop project plans, timelines, and budgets for tax-related initiatives Coordinate with stakeholders to define project scope, objectives, and deliverables.

- Monitor project progress and ensure adherence to timelines and budgets.
- Tax Compliance and Regulation
- Data Analysis and Reporting
- Risk Management
- Team Leadership and Collaboration
- Client Communication

Arka Softwares & Outsourcing, Jaipur, India   03/2022—10/2023

Senior Business Analyst

As a Sr. Business Analyst at Arka Software's & outsourcing in India, Jaipur, I have gained extensive experience in analyzing and improving business processes for various clients. Working closely with cross-functional teams, I have successfully implemented solutions that have resulted in increased efficiency and cost savings for the company.

- Conducted thorough analysis of client business processes
- Collaborated with team to develop and implement solutions
- Identified areas for improvement and proposed strategies
- Improved process efficiency by 20% through automation.
- Successfully managed project timelines and budgets
- Conducted training sessions for new team members
- Generated detailed reports to track project progress
- Developed strong relationships with clients to ensure satisfaction

RevInfotech Inc (Eiysys) Gurgaon, Haryana, India   08/2021—12/2021

Business Analyst

- Requirement Gathering.
- Set up the projects according to the customer.
- Technical Document preparation.
- Involved with multiple stake holders.
- Client communication.
- Team communication.

Projects: Worked on Blockchain based projects & developing different kinds of coins, tokens based on crypto currency

Arka Softwares & Outsourcing, Jaipur, India   07/2020—07/2021

Business Analyst

As a Business Analyst at Arka Software's & outsourcing, I was responsible for analyzing and interpreting complex data to identify business trends and opportunity. I collaborated with cross-functional teams to develop strategies and solutions for improving business processes and achieving organizational goals.

- Conducted market research and competitor analysis
- Developed detailed reports and presentations for senior management

- Streamlined project workflows to increase efficiency
- Worked closely with clients to understand their needs and provide solutions

Rey Ecom Ops Pvt Ltd / India, Alwar   09/2018—07/2020

Business Analyst

As a Business Development Executive at Rey Ecom Ops Pvt Ltd, I was responsible for driving the growth of the company by identifying new business opportunities and building strong relationships with clients. My role involved collaborating with cross-functional teams to develop and implement strategic plans to expand our market reach and increase revenue.

- Conducted market research to identify potential clients
- Developed and maintained relationships with key stakeholders
- Created and presented proposals to potential clients
- Increased sales by 20% through successful negotiations with clients.
- Crafted multiple requirements documentation like: BRD, FRD, SRS, etc.

Education

MCA (Master of Computer Application)   2017-2019

BCA (Bachelor of Computer Application)   2014-2017

Higher Secondary School   2011-2013

Certifications

- Certified Scrum Master® (CSM)
- PMP® Certification Training Course
- Power BI for Beginners
- Agile Crash Course: Agile Project Management, Agile Delivery
- Foundations of Project Management
- Certified CAPM®
- Agile Scrum Foundation
- PMI Agile Certified Practitioner (PMI-ACP)
- Agile Scrum Master(ASM)
- Certificate of Completion in Business Analysis Fundamentals

Projects

ONORC (One Nation One Ration Card) – I was working on Government of India's project "**Smart PDS**" **Public Distribution System** involving with the state governments and central governments. Defining process maps and flows of the concepts. Involved in the demo of all 36 States and UT's and crafted the requirements into the functional document. I was handling Karnataka, Gujarat, Maharashtra States and had continuous interaction with them for the future implementation at

central level. Explored and worked on Ration Card Management System (RCMS), Fair Price Shops (FPS), Supply Chain Management, Procurement and Grievance modules.

EY Project - Digicorptax Platform (Tax Provisioning Module): Project Planning and Management: Develop project plans, timelines, and budgets for tax-related initiatives. Coordinate with stakeholders to define project scope, objectives, and deliverables. Monitor project progress and ensure adherence to timelines and budgets.

• **HireCreed (HC)** - The main objective of the project is to design and develop a Mobile Application for Users (Doctors, Nurse, Dietitian) a Web panel for the Vendors (Hospitals, Clinics), and a Web based backend panel for the Admin to manage everything from the backend panel. Users of the platform Users/Service Providers (Doctors, Nurse etc Admin/Backend User.

• Anytime Doc | Instant Telehealth Software - The scope of this project is to develop a HIPAA compliant Telemedicine Platform for doctors and patients for Anytime Doc. The main stakeholders of the system were Patient Interface: Web, Android, Tablet & iOS Doctor Interface: Web, Android, Tablet & iOS.

• **CIS (Company Industry Software)**- An ERP Comparison website where User can compare ERP's to find their best suit for their organization.

• **Skills53** - The purpose of this website is to offer online courses on niche subjects for kids (age 8 to 15) and adults. Business will collaborate with a few instructors who specialized in one or more subjects and offer these courses online. Students who are interested in the course will submit an enquiry. Parents will be contacted offline and they will be registered in the system by admin. Admin/ Instructors will create course curriculum and conduct online class using MS Teams or similar. These are broad level requirements and detailed requirements should be documented during the 1st phase of project. Roles: 1. Guest users (general public) 2. Admin 3. Instructor 4. Student 5. Management