FARHAN QURESHI

farhanshakirqureshi@gmail.com

Jaipur

+91- 9986921026

Profile : Business Analyst - Software

EDUCATIONAL QUALIFICATIONS

Degree/ Certificate	Institution	Year of Passing	Board/University	Marks (%)
MBA	Christ University Institute of Management , Bangalore	2016	Christ University	CGPA 7.1
B.Tech. (Computer Engineering)	Government Engineering College Bikaner , Rajasthan	2011	Rajasthan Technical University (RTU)	71.00%
12th	Seedling Public School	2007	CBSE	86.20%
10th	Seedling Public School	2005	CBSE	85.33%

WORK EXPERIENCE

1. Having 4 years experience in IT Industry working in domains like BFSI , e-commerce
2. Currently working as Business Analyst for multiple chatbot projects. Created chatbot poc's for various domains like Customer Support , Hotel, Health ,Fashion ,E-commerce , Education, Food Ordering, Automobiles , Beauty Products etc.

Company : SITSL	September 2017 - till date
Role : Business Analyst – Chatbots	Involved in managing projects to ensure timely delivery.
Job Responsibilities :	• Understanding client's requirements. • Working with project team members (developers, designers, quality analysts) to arrive at the solution • Prioritizing of work • Working closely with developers to facilitate the timely delivery while ensuring that the desired business requirements of the client are met . • Involved in all phases of Software Development

	for multiple chatbot projects involving domains like ecommerce , BFSI

PROJECT EXPERIENCE IN CHATBOTS (In Current Company)

Project 1	E-commerce Chatbot
Description	Developing chatbot where users can browse products , see product information and buy them
Role Played	Business Analyst
Responsibilities/Contribution	- Design, Script - Clarifying requirements to development and QA Team - Performed pre-UAT and worked with the development team to resolve the defects. - Drived the deployment.

Project 2	Chatbot for Investment company
Description	Developing chatbot where existing customers can download their statements.
Role Played	Business Analyst
Responsibilities/Contribution	- Designing the structure, script and flow diagrams - Clarifying requirements to development and QA Team - Preparing Gantt Chart - Drived the deployment on website

Project 3	Chatbot for Vehicle Financing
Description	Developing chatbot where user's can see FAQ's , existing customers can download their statements ,schedule , view loan details . Existing and New Dealers can view reports , apply for dealership . New customers can apply for loan . Providing Analytics .
Role Played	Business Analyst

Responsibilities/Contribution	- Designing the structure, script - Working closely with developers to facilitate the timely delivery while ensuring that the desired business requirements of the client are met . - Clarifying requirements to development and QA Team - Performed pre-UAT and worked with the development team to resolve the defects. - Preparing Gantt Chart - Drived the deployment on website

Project 4	Chatbot for Financial Services
Description	Developing chatbot where existing customers can get their statements , view loan deails, check loan status etc .
Role Played	Business Analyst
Responsibilities/Contribution	- Designing the structure, script . - Working closely with developers to facilitate the timely delivery while ensuring that the desired business requirements of the client are met . - Clarifying requirements to development and QA Team - Preparing Gantt Chart - Drived the deployment on whatsapp

Project 5	Chatbot for Vehicle Insurance
Description	Developing chatbot where existing customers can view /download their policy . Customers can also view Nearby Hospital , Garages and branches.
Role Played	Business Analyst
Responsibilities/Contribution	- Designing the structure, script and flow diagrams - Working with project team members (developers quality analysts) to arrive at the solution - Clarifying requirements to development and QA Team - Preparing Gantt Chart - Drived the deployment on website

Company : CFL	June 2016 to September 2017
Role : Client Management	- Offering solutions for existing clients and also pursuing new clientele opportunities - Develop client –business relationships - Informing potential clients about company's

Job Responsibilities	products and services

Company : TCS – Tata Consultancy Services	December 2011 to April 2014
Role : Systems Engineer /Associate	Worked for a leading BFSI Client
Job responsibilities	• Soap – testing web services • Testing Customer Alerts for mobile/email – on testing environment • Doing Account – Email Mapping in test db • Making sure that requirement changes are delivered within the timeline. • Sending status reports to pm's. • Being on call with multiple teams to understand the issue • Discussing technical issues with project pm's and taking a quick action accordingly .

PROJECT , TRAININGS AND CERTIFICATIONS

Title	Organization	Place	Period	Role
Business plan Development for setting up an online Trading portal for LED Products	Elpro Energy Dimensions Pvt Ltd	Bangalore	April 2015-May 2015	1. Developed Business Plan 2. Had meetings with consultants like Deloitte.

Sr. No.	Title	Organization	Period
1.	Workshop " Causing Incredible Performance" ,NHRD Bangalore - CUIM	Christ University	August 2014

Title	Acquired On
Oracle Certified Professional, Java SE 6 Programmer Certification	04/08/2012

ACHIEVEMENTS

- Received Certificate Of Excellence at TCS ILP Training Held in Trivandrum , Kerala for Outstanding Performance
- Got the highest marks in school in subject " CHEMISTRY" in class 12th C.B.S.E Senior School Certificate Examination.
- Listed for SCHOLARSHIP in college , based on RPET exam's rank (Rajasthan Pre Entrance
  Engineering Examination)
- Won 1 Gold Medal , 3 Silver Medals and 1 Bronze Medal for 100 meters race and Hurdle Race at school.

EXTRA CURRICULAR ACTIVITIES

- Active Participation In Dance Events at College and Corporate Level (Company –TCS)
- Participated in Quiz events, debate competitions and done anchoring in various events for college and school.

SKILLS

- NLP
- Conversational AI
- Chatbot Flow Builder
- Chatbot Flow Design – Whatsapp , Website

INTERESTS

- Reading (Maths related Stuff)
- AI

PERSONAL DETAILS

Date of Birth	: 19/04/1989
Gender	: MALE
Language Known	: English, Hindi