

# KARAN ARORA

<https://www.linkedin.com/in/karanarora0512>

+918518875290

arorakaran6992@gmail.com

## Senior Consultant

Citi Bank

November 2024 - Current

- Automated financial and operational reports using Python to improve efficiency and accuracy.
- Developed scripts for data extraction, transformation, and loading (ETL) processes.
- Collaborated with business teams to streamline data-driven decision-making.
- Created dashboards using Power BI and Excel to visualize key performance metrics.
- Ensured compliance with security and data governance policies in reporting automation.

## Consultant

Capgemini

May 2021 - Sep 2024

- Acted as a Business Analyst for the SmartOffice project (integrating IoT technology) and the Capgemini website revamp, overseeing requirement gathering and alignment with business objectives across teams in France, Germany, and the USA.
- Led business analysis, Requirement Gathering, Stakeholder Management, and documentation of requirements in BRD, FSD, and SRS, ensuring comprehensive understanding and alignment with business goals.
- Managed product backlogs, sprint planning, and user story creation using Azure DevOps and Jira, while facilitating Agile ceremonies such as Daily Stand-ups, Sprint Planning, and Sprint Reviews.
- Extensive experience in Agile methodologies, facilitating sprint reviews and retrospectives, actively contributing to user story creation and backlog management, and leading workshops with business teams to gather requirements and define project scope.
- Developed acceptance criteria in BDD format to ensure clear communication of requirements and maintained a Definition of Done for all user stories to ensure quality deliverables.
- Created and maintained a Requirements Traceability Matrix (RTM) to track requirements throughout the project lifecycle, ensuring all requirements were addressed and met.
- Developed a RACI matrix to clarify roles and responsibilities within the project team, enhancing accountability and communication.
- Reviewed test cases, answered queries from testers and developers, and created As-Is/To-Be process flows to guide solution design.
- Spearheaded process improvements, achieving a 32% reduction in SLA through a new support model and enhanced service alignment strategies.
- Designed and deployed Power BI dashboards for data-driven insights and project tracking, ensuring compliance with regulatory standards.
- Led the migration of the XIOT IoT platform from on-premises to AWS using a blue-green deployment strategy, facilitating a seamless transition.
- Developed comprehensive user documentation, regulatory reports, and provided weekly project updates to stakeholders through presentations and reports.
- Proficient in UI/UX tools like Balsamiq and Figma for wireframing, along with technical skills in SQL for querying and data analysis.
- Skilled in creating wireframes, functional specifications, and user manuals, with a proven ability to present end-to-end findings and recommendations to stakeholders at all levels.
- Demonstrated expertise in Stakeholder Management, collaborating with cross-functional teams, resolving conflicts, and ensuring project alignment with business objectives.
- Proven ability to facilitate Change Management by effectively communicating project goals and impacts to stakeholders, conducting impact assessments, and providing user support during system implementations.

## Operations Associate

Urban Clap

April 2019 - July 2019

- Developed customer communication strategies to address cancellations and manage expectations.
- Leveraged negotiation skills to resolve issues, reducing cancellations by 23%.
- Performed business analysis by analyzing booking patterns to optimize resource allocation, improving service delivery.
- Collaborated with cross-functional teams to identify root causes of cancellations and implement solutions.

## Programmer Analyst Trainee

Cognizant

December 2017 - August 2018

- Designed and developed ETL processes using Python for data migration to MySQL databases.

- Manipulated and transformed data to meet business requirements, ensuring data quality control.
- Contributed to data warehousing initiatives by creating data pipelines.
- Applied Python scripting to facilitate accurate and efficient data migration.

#### Project – Shop Scanner

- Managed ShopScanner, an app that identifies price drops across Indian e-commerce platforms.
- Conducted user research to gather insights and define product features based on user needs.
- Analyzed market trends and competitor offerings to refine product positioning.
- Collaborated with cross-functional teams to ensure successful product development and launch.
- Utilized WhatsApp Chat Bot API for seamless user interaction and notifications.
- Leveraged Generative AI to enhance user experience through personalized recommendations.

#### Education

<b>FORE School of Management</b>	2019-2021	MBA
<b>LNCT Bhopal</b>	2013-2017	BE - Computer Science

#### Skills

- Cross Functional Coordination, Stakeholder Management
- Business Analyst, Documentation, BRD, Strong analytical skills, User Requirements
- Jira, Azure DevOps, Agile methodology, Kanban, Confluence
- User Story Creation, Product Roadmap, Product Backlog
- JavaScript, Python, React Native, React JS
- SQL, Power BI, Tableau, Advanced Excel, Outlook, CRM

#### Certifications

- Agile Scrum Master – Simpli Learn
- Introduction to Software Product Management - University of Alberta
- Machine Learning for Business Professionals - Google Cloud