

Mohammad Shahid Iqbal

Senior Business Analyst

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[LinkedIn Profile](#)

ACHIEVEMENT & AWARDS

“Business Change Transformation Enabler Award”
“Cognizant Leading Change Award”
“TCS Delivery Excellence Award”
“Toastmaster Best Humorous Speech Award”

IT SKILLS

Client On-boarding Tools, ServiceNow, Fenergo, MS Visio, MS Project, MS Office Suite, JIRA, UML, Data visualization, UI Mock ups, Object orientated application design & Programming, SharePoint, InfoPath, MS Access, Oracle 9i/ 10g / 11g

CORE SKILLS

Business Process Improvement
Business Process Analysis Change Management Stakeholder Interviewing Requirements Analysis Knowledge Transfer
Analytical Troubleshooting Requirement Documentation Solution Evaluation Project Planning Stakeholder Communication Design Liaison
Data Analysis Deployment UAT Coordination UAT Testing

ABOUT ME

Senior Business Analyst and Change Manager at Cognizant Technology Solutions for 10+ years, specializing in Capital Markets & Investment Banking. Proven in digital transformation, reducing onboarding time by 30%, increasing review efficiency by 20%, and achieving a 40% ticket reduction. As a Product Owner, enhanced operational efficiency, increasing report output by 30% for a global investment bank. Adept in cross-functional collaboration, stakeholder engagement, and meticulous documentation with a 98% accuracy rate. Demonstrates leadership in workshops for systematic process documentation and operational clarity

EXPERIENCE

Cognizant Technology Solutions, Weehawken

Senior Business Analyst

Sep' 2019 – Present

- Demonstrated proficiency in capturing granular business details, data, and processing rules, establishing expertise in applications, and showcasing strong data analytics and problem-solving skills during SME workshops. Documented 20 process flows for account onboarding and maintenance in legacy systems, resulting in a 30% reduction in errors and enhancing overall requirement gathering efficiency by 20%.
- Meticulously prepared comprehensive business requirement documents (BRD), use cases, and process flows. Maintained a requirements traceability matrix with 98% documentation accuracy, positively impacting sprint efficiency and timelines while driving effective discussions with business stakeholders
- Maintained comprehensive documentation of requirements, designs, and best practices, ensuring a documentation accuracy rate of 98% impacting sprint efficiency and timeline's
- Showcased Configuration & Customization Proficiency by tailoring systems to align with the unique requirements of client, achieving in process time and an impressive 15% increase in operational efficiency
- Ensured Quality Assurance & Testing Precision by leading UAT planning and execution of over 1200 test cases to ensure exhaustive coverage and defect-free systems. Diligently managed defects, providing insights for informed decision-making and post-UAT testing process improvement
- Delivered Valuable User Training & Support by providing essential training to end-users and support teams, enabling them to effectively utilize the new CLM tool features. Ensured seamless system adoption and a smooth transition.
- Championed Change Management & Collaboration with cross-functional teams to facilitate the smooth adoption of new CLM application. Assisted in change management efforts, ensuring a disruption-free transition

Cognizant Technology Solutions, Bangalore

Product Owner

Aug' 2020 – Aug' 2022

- Spearheaded the development of a comprehensive reporting suite, increasing report output by 30% and improving data accessibility and decision-making for the global investment bank.
- Overhauled operational efficiency by reducing report generation time by 40%, transitioning reports from SharePoint to a dedicated application. This enhancement elevated operational efficiency for internal teams and enriched the user experience for both operations and clients.
- Centralized and optimized report accessibility, resulting in a substantial boost in efficiency for internal operations teams.
- Surpassed client expectations by delivering a reporting suite that achieved a 95% satisfaction rating in post-launch feedback, providing a seamless and enhanced user experience that went beyond client needs
- Collaborated effectively with stakeholders to decipher specific requirements, translating diverse business needs into actionable features that contributed to the successful development of the reporting suite
- Maintained transparent communication, regularly updating internal teams and external clients on progress, fostering alignment throughout the development process.
- Orchestrated workshops in collaboration with subject matter experts (SMEs) for the systematic documentation of processes, business rules, and business validations, ensuring operational clarity and uniformity with a 20% improvement.
- Demonstrated leadership in cross-functional collaboration, ensuring the reporting suite's interface was intuitive and tailored to the preferences of both internal operations and banking client's management leadership.

FUNCTIONAL SKILLS

Time and project management
Interpersonal communication
Research & Analysis Skills
System Development Lifecycle (SDLC)
Business Trend Analysis
Business Analysis
Consulting
Risk Management
Project Management
Quality Assurance
Vendor Relations
Team Leadership
International exposure
Team management
Critical Thinking
Collaborative

EXPERIENCE

Cognizant Technology Solutions, Hyderabad

Business Analyst

May' 2016 – Jul' 2020

- Led BFSI regulatory compliance projects, bridging stakeholder-IT gaps and achieving 20% fewer compliance incidents through rigorous risk management and industry-standard SLA adherence.
- Efficiently managed comprehensive requirement processes, refining complex needs such as business rules, interfaces, functionalities, and future analysis. This resulted in a 25% improvement in process efficiency
- Proactively engaged clients, vendors, and cross-functional teams to define and improve project requirements. Provided expert guidance in architectural and design phases, leading to a 30% boost in stakeholder satisfaction.
- Proficiently oversaw User Acceptance Testing across 25 global locations, directing 600+ test cases and meticulously managing defects. This led to a 15% increase in UAT efficiency and a 10% reduction in defect rates.
- Developed and implemented comprehensive training modules and Quick Reference Guides (QRGs) that expedited user comprehension and proficiency, resulting in a 30% increase in user capabilities within three months.
- Orchestrated workshops in collaboration with subject matter experts (SMEs) for the systematic documentation of processes, business rules, and business validations, ensuring operational clarity and uniformity with a 20% improvement.

Tata Consultancy Services, Kolkata

Developer/Business Analyst

May' 2012 – Apr' 2015

- Collaborated with offshore development team and facilitated effective onsite-offshore communication, resolving business issues swiftly.
- Created business process models, documented both functional and non-functional business requirements, and managed the product backlog for improved processes.
- Oversaw comprehensive user acceptance testing and training plans, ensuring a seamless application transition into production.
- Collaborated to design and implement a scalable order management system, optimizing supply chain performance, reducing lead times, and enhancing efficiency at Tata Steel.

EDUCATION

Post Graduate Program in Business Leadership from School of Inspired Leadership, Gurgaon (2016)

Bachelor of Technology (Computer Science Engineering) from West Bengal University of Technology (2011)

CERTIFICATION

Digital Transformation Certification from University of Virginia Darden School of Business

Change Management & Digital Transformation Certification from International Business Management Institute (IBMI) Berlin

Scrum Product Owner (CSPO) Certification from IGC

Business Analysis for Project Managers Certification from IIBA

RPA, AI, and Cognitive Tech for Leaders Certification from NASBA

Imarticus Business Analyst Certification Design & Execution

PRINCE2® Foundation & Practitioner

CFA Institute Investment Foundations™