PALLAVI VERMA

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Professional Summary

Results-oriented ERP Business Analyst with 8+ years in IT operations, delivery management, and finance systems. Proven track record gathering and translating business requirements, documenting functional specifications, and acting as liaison between Finance, IT, and project teams. Skilled in ERP modules, ROI analysis, process optimization, and stakeholder management in remote global environments.

Core Competencies

- Business Requirements Gathering & Documentation
- ERP & Finance Process Analysis (Oracle Finance Modules, US Payroll)
- Functional Specification & Process Flow Design
- Testing & QA Coordination; Test Case Development
- ROI Calculations, Cost-Benefit & Risk Analysis
- User Training & Documentation Development
- Stakeholder Engagement & Cross-Functional Liaison
- Process Optimization & SOP Development
- Tools: Salesforce; Oracle Betsy; Workday; SIEBEL
- Reporting & Analytics: Power BI; SQL; MS Excel
- Methodologies: Agile; Scrum; Waterfall

Professional Experience

Emerson Information Technology — Team Lead, Triage Operations (Jul 2023 – Aug 2025)
- Gathered, analyzed, and documented technical and business requirements for triage workflows, ensuring alignment with strategic objectives
- Defined and maintained detailed process flows and functional specifications for incident management tools
- Conducted root-cause analysis and liaised with IT infrastructure teams to resolve critical defects
- Coordinated user acceptance testing; developed test cases and supported QA processes
- Created training materials and reference guides for global support teams
- Benchmarked workflows and implemented process improvements that reduced incident routing time by 20%

Wipro Ltd. — Senior Delivery Analyst, US Defined Benefits Domain (Sep 2018 – Jul 2023)
- Performed end-to-end business systems analysis on payroll and retirement benefit processes
- Led requirements gathering workshops with Finance and Accounting stakeholders; secured sign-off on all artifacts
- Developed SOPs and process documentation; ensured SLA compliance and SLA/KPI tracking
- Built detailed business cases with ROI calculations, cost assessments, and risk analyses for process improvement initiatives
- Partnered with project managers to coordinate small to mid-size project life cycle tasks, from scope definition through implementation
- Triangulated data across multiple platforms to validate accuracy and support decision-making

Concentrix Daksh Services — Customer Technical Problem Handler (Jan 2017 – Apr 2018)
- Analyzed customer technical queries to identify process gaps and recommend solutions
- Documented incident resolution procedures and maintained detailed logs for trend analysis
- Collaborated with cross-functional teams to streamline support workflows and improve CSAT

Education

- M.Sc. in Finance/Commerce — Maharishi Markandeshwar University, Mullana, 2016
- B.Sc. in Commerce — Kurukshetra University, 2014

Certifications

- Scrum Master Certified Specialist — ProjectumCert (2025)
- Tata Group Data Analytics Simulation — Forage (2025)
- Deloitte Technology Consulting Internship — Forage (2025)
- Accenture Digital Skills: Web Analytics — FutureLearn (2025)

Languages

English
Hindi

Personal Attributes

- Results-driven and self-motivated
- Strong analytical and problem-solving skills
- Adaptable under pressure and a keen learner
- Patient listener with excellent communication skills

Declaration

I hereby declare that the information provided is true to the best of my knowledge.
Date: _____
Place: Chandigarh