

Company Name: Elixia Tech Solutions Limited

Company Website: www.elixia.tech

YouTube Channel: <https://www.youtube.com/channel/UCHt48zOE2thnauLueKJ2mWg>

Position: Business Analyst

Department: Technology and Software Development

Responsibilities:

- Evaluating customers' business processes, gathering requirements, process consulting, identifying areas of improvement and scope of automation
- Leading project implementation and execution as a release and project manager
- Staying up-to-date on the latest processes and IT advancements to improve efficiency
- Documenting business requirements, process flow charts, use cases, business exceptions thoroughly for development team
- Communicating requirements from customer(s) to technical team and acting as a bridge between technical team and customer(s)
- Effectively communicating insights to cross-functional team members and management
- Keeping customers abreast of developments at all times while acting as a single point of contact for customer
- Gathering critical information from meetings with various stakeholders and producing useful reports, identifying patterns and commonalities
- Identifying bugs and issues and getting it fixed before releasing it for end user acceptance testing
- Working closely with clients, technical team and management
- To develop and a good and thorough functional as well as operational understanding of customer business
- Ensuring that the delivered solution meet business needs and requirements
- Managing projects, developing project plans and monitoring performance
- Prioritizing initiatives based on business needs and requirements
- Serving as liaison between customers and technical department
- Managing competing priorities
- Monitoring deliverables and ensuring timely completion and delivery of projects
- Handholding customers till successful implementation and go-live phase of solution

Expected Skills and Competencies:

- Excellent verbal communication skills in English (and preferably Hindi) and written communication skills in English
- Competency with MS Word and Excel as well as other project management and documentation tools
- Knowledge of Logistics and Supply Chain sectors will be an added advantage
- Previous experience in similar role preferable
- Leadership quality, self-confidence, presence of mind and adaptability to various situations
- Openness and curiosity to constantly keep learning and improving
- Good people skills and process orientation
- Excellent documentation skills
- Experience in creating detailed reports and documents
- Performance and goal oriented and highly driven and focused individual

Reporting: To the Project Manager

Salary: Negotiable in line with experience, track record, ability and industry standards