



## CONTACT

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Visa type: Visit

## EDUCATION

**COLLEGE OF ENGINEERING  
KOTTARAKKARA**  
**Electronics and Communication**

**2012-2016**

## SKILLS

Customer service



Decision making



Lead generation



Communication



Networking



Organizational skill



## TECHNICAL BUSINESS ANALYST

## CHRISTEENA JACOB

## OBJECTIVE

Experienced Business Analyst with strong focus on business analysis and support. Adept at troubleshooting technical problems and providing excellent customer service while improving user experience.

## EXPERIENCE

### BUSINESS ANALYST

**Wishtree Infosolutions | Kochi, Kerala | 2023 June- 2024 July**

- When I first started e-commerce web development project, I made key efforts toward requirement gathering to not only reflect customers' needs but also strike a balance with business objectives.
- Met with stakeholders such as marketing teams, product managers and potential end-users. This gave me great insight into multiple perspectives on what features and functions we wanted.
- Performed a competitive analysis of websites to establish industry norms for best practices.
- Maintained up to date customer feedback and progress reports that kept the stakeholders in check with business priorities.
- Develop relationships with end-users and clients through active listening, making them feel comfortable in providing feedback
- Organized business meetings and pursuing potential leads.
- Streamlined decision-making processes in team meetings, resulting in 25% faster project completion time through consensus.
- Oversaw project timelines for timely completion, responded quickly to customer inquiries and concerns keeping their satisfaction the biggest piece of importance through out the project.

**TECHNICAL BUSINESS ANALYST****Nesote Technologies | Kottayam, Kerala | 2019-2022**

- Provide first-line support for technical issues related to hardware, PHP base software, and network systems.
- Installed and configured software on the remote server, and performed manual testing.
- Aided in the provision and evaluation of user requests translating into tech specs to promote system enhancement
- Quickly fixed tech problems resulting in 25% higher end-user satisfaction
- Identifying customers' unique business requirements and leveraging product expertise to address those needs.
- Maintaining high service quality by acquiring a comprehensive understanding of technical specifications.
- Track and thoroughly document all customer issues through company's ticketing system.
- Developed and maintained project plans and timelines, resulting in a 15% increase in project completion rate and improved project management.

**JUNIOR INSTRUCTOR****Govt ITI | Kasaragod, Kerala | 2018-201**

- Directed and technically advised students in imagery composition merits, evaluated student performance.
- Assisted students with the achievement of course objectives by administering practical exercises, field/classroom activities, and knowledge exams.
- Handled network devices like hub, switch and router.
- Skilled in setting up and administering local area networks(LANs), wide-area(WANS) troubleshooting network connectivity issues.