

Priyant Hirani

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Professional Summary

Experienced problem solver with a dynamic background spanning roles as a Support Analyst, Developer, and Business Analyst, skilled in navigating the intricacies of the SDLC. My experience includes diverse engagements within the commodities and financial services sectors, contributing value to multiple Fortune 500 companies. Passionate about leveraging technology to drive innovation, I thrive on tackling challenges and delivering impactful solutions that elevate project outcomes and consistently exceed expectations.

Skills

- CXL/TPT, Trayport, ICE, FIX, Jira, Confluence, DevOps, SQL, VBA, Python, XML, SOAP, REST, API, C#, VBScript, SSMS, SSRS, Oracle, PowerBI, Visual Studio, TFS, Git, HTML5, CSS, JavaScript, ITIL v4

Professional Experience

Feb 2024 - Present	Gunvor UK Limited	Business Analyst
<ul style="list-style-type: none">• Experienced in various aspects of the commodity trade lifecycle for gas and power, including trade entry, exchange connectivity (Trayport, ICE, etc.), product setup, exchange data mappings, valuation, P&L reporting, risk management, position tracking, confirmations, nominations, operations, invoicing, settlements, market data feeds, forward curves, settlement prices, expiry dates, end-of-day processes and more using CXL/TPT for Power and Gunvors own in house ETRM used for natural gas and other commodities.• Responsible for leading the gathering, analysis, design, and maintenance of modules used by Front, Middle, and Back Office teams.• Maintaining a prioritized backlog of bugs, stories, and change requests, leading development through Daily Stand-ups.• Conducting bi-weekly workshops with Business and IT teams, providing updates on stories and ensuring DevOps specifications are up to date according to user requirements.• Collaborating closely with QA testers to improve testing stories and regression tests.• Developing and maintaining SQL Stored Procedures, alerts, and reports using SSMS, SSRS, and PowerBI.• Exchange Integration – Successfully integrated the Enmacc OTC energy trading platform for both Gas and Power, and the PRISMA platform to enable seamless access to Europe’s largest gas capacity marketplace for transport and storage capacity in auctions.• Conducting comprehensive training for 1st level support and providing 2nd level production support as and when needed.		
Nov 2022 - Jan 2024	Gunvor UK Limited	Application Support Analyst
<ul style="list-style-type: none">• Provide second-line support in alignment with the agreed Service Level Agreement (SLA), giving regular updates to users on the status of their calls/requests until resolution.• Ensure accurate logging, comprehensive responses, effective escalation, and timely closure of incoming incidents, requests, and calls.• Developing custom SQL queries used for reporting / alert generation• Generate detailed incident reports containing precise information to enrich the ICT Knowledge Base in tools like ServiceNow and Confluence.• Engage proactively with internal stakeholders, establishing collaborative relationships with users, management, IT focal points, and core-business areas located globally.• Provide training and guidance to end-users on how to use applications effectively and troubleshoot common problems.		
Mar 2020 - Oct 2022	Cognizant	Business Analyst / Support
<ul style="list-style-type: none">• Interpreting and designing solutions for client requirements to build upon the Merit FINBOS application designed using a combination of C#, C++, VBScript within an MVC design pattern• Building and configuring trade feeds across a range of financial products• Creating and updating invoice templates used to upload trades used for reconciliation into the system• Maintaining broker hierarchy structures and rate cards used to calculate brokerage• Build and modify UI elements for the desktop and web UI• Create and execute automated and manual regression tests against test cases derived from client requirements.• Package, Deliver, and assist remotely with installation• Documentation of release notes• Provide remote assistance and support to client integration testing, user acceptance testing, and go live• Contributing content to the knowledge base and providing peer review• Respond to and work on support requests across the live client base• Represent Cognizant on technical and functional client calls and meetings		
July 2016 - Feb 2020	Greenergy International	Software Developer
<ul style="list-style-type: none">• Implementing change requests to improve system and business efficiency for the main ETRM CXL/TPT focused on a wide variety of transportation fuels.• Gathering and documenting information based on user requirements• Debugging and resolving issues on internally developed trade related applications written in C#• Management of the TRO (Trading, Risk and Operations) service desk on all levels of incidents across multiple applications providing root cause analysis and implementing corrective and preventative steps.		

- Defining and prioritizing new features, enhancements and fixes for application upgrades
- Producing bespoke SQL alerts via ORACLE and Microsoft SQL
- Oracle BI reports used throughout the business
- SOX awareness and compliance
- Carrying out full E2E regression testing
- Running UAT sessions
- Reporting and monitoring issues within the CTRM application working alongside the software vendors until resolution using JIRA
- Attending team and vendor meetings to ensure the systems are fit for purpose and functioning as per business requirements
- Developed a strong understanding of the TPT CTRM software as well as the API's and database tables used
- Service desk KPI reporting
- Providing system training to users and junior staff members
- Creating user manuals for applications / processes