

MIDDLE MANAGEMENT PROFESSIONAL

Business/ Quality Analysis ~ IT/ITES Support Services

A dedicated Business Analyst, proficient in running effective method-oriented operations

PROFILE SUMMARY

- **A professional with 15+ years of experience in:**

- ✓ Requirements Gathering /elicitation, Process improvement
- ✓ Good communication, Presentation & Analytical skills
- ✓ Process/ Business analysis
- ✓ Data mapping, Report creation
- ✓ Business plans/Portfolio
- ✓ Designing performance dashboards
- ✓ IT/ITES Support Services, Functional design specifications

Organizational experience

Apr'19–Apr'26 Novac Technology Solutions, Chennai as Business Analyst (IT wing of Shriram Finance Ltd (NBFC)

Jul'16 – March'19 Consultant– Business analysis, Software Testing & Troubleshooting, Career Guidance & Soft Skills.

Mar'15 - Jul'16 HDFC Digital Banking, Chennai as Business Analysis in Digital Banking- BIU dept.

Jul'10 - Feb'15 Shriram Value Services, Chennai as Business Analyst .

Jun'08 – Dec'08. DCKAP Technologies, Chennai (Headquartered in USA) as Business & Quality Analyst

Jul'06 – May'07 WIPRO BPO - Semi-Tech Non-Voice Process -Level3 Communication – USA as Associate

Key Result Areas:

Business Analysis & Project Management

- Engaging and coordinating business analysis sessions for understanding client business requirements and mapping them to required framework standards.
- Analyzing business portfolio, designing dashboards and other business classification, selecting and prioritization metrics, suggesting appropriate solutions for enhancing functional efficiency of the organization.
- Managing project operations effectively. including emphasis on cost parameters; ensuring timely completion
- Developing and deploying key execution strategies across businesses; interfacing with members at all organizational levels to achieve common objectives.

Projects Handled in HDFC Digital Banking:

Application: **Tele Smart /Dailer-** customer calling system

Project Description:

The Tele Smart dashboard is build for tracking end to end business insight. This covers the database segmentation, TSE productivity, call disposition and penetration.

Roles and Responsibilities:

- Pan India Application Support
- Coordinated with Business users in Requirement Analysis and Requirement Gathering
- Frequent bridge call is done to ensure that support is provided as per requirement, more over to ensure the integrity of data submission.
- Regular discussion on TSE performance and penetration reports
- Timely preparation of other analysis requested by channel managers
- Created standard features for AD-HOC Reporting.

Projects Handled in Shriram Value services:

Application: UNO-(Ultimate Non-Banking Operations)

Key Modules:

- Loan Origination
- Insurance
- Vehicle Loans
- Jewel Loans

Role:

- Involved in Testing multiple modules including troubleshooting.
- Designed and optimized application suites
- Managed modules in the solution to provide Non Banking Financial Institutions with a varied palette of features to continuously innovate on their product & service offerings

IT SKILLS

- DBMS: SQL
- Web Technologies: Html & Dreamweaver
- Multimedia Tools: Adobe Photoshop, FCP, Swish Max & Sound Forge.
- Automation Tools & Navigation through different tools

EDUCATION

- **MCA** from Panimalar Institute of Management Studies & Computer Science, Madras University, Chennai in 2006
- **BCA** from Loyola College, Chennai in 2003
- **H.S.S** from Don Bosco Egmore, Chennai.

Other Courses:

- **Mastering Business Analysis Certification** – certified by **Phyzics Business Consultants Pvt Ltd,Chennai** .
- **Undergoing Training for CBAP Certification -V3(Certified Business Analyst)** .
- **Software Testing** Certification from **STC Technology, Chennai** in 2008.
- **FCP Certification** (Video Editing Software) from **NFDC(National Film Development Corporation)**
- **Pentasoft Technologies** as Trainee - Internet Concepts – HTML as part of implant training during BCA pre final year.

EXTRAMURAL ENGAGEMENTS

- Served as a member of National Service Scheme, Loyola College and successfully organized Medical awareness program for School Students.
- Attended **Scriptwriting** Workshops in **Mindscreen Film Institute**, Chennai.(Year-2012)
- **Former Joint Director-Communications & Archives** of **Photographic Society of Madras** as a Passionate & Hobbyist in Photography.
- Played a vital role in exploring new avenue in cyber world specially interest in multimedia software and Social Networking marketing strategic analysis.

