**Kumaran Karthikeyan**

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**SUMMARY**

Detail-oriented, problem-oriented, client-centric and goal-driven business analyst with 6 to 9 months of experience doing meticulous and intensive work in the utility, healthcare, insurance and government sector.

**RELEVANT WORK EXPERIENCE**

**Utility Business Process Analyst/Change Management Consultant**

ISO New England, Holyoke, MA. July 2020-Present

* Ran Daily Change Request review and internal stakeholder meetings for gas, energy and utility markets
* Reviewed Change request tickets, their approvals, and associated Product and Unit Test documents to make sure they were complete, compliant and accurate
* Tested software used by change management team
* Tracked and monitored releases and tickets through JIRA tracking tool.
* Generated data and reports to support internal and external audit efforts using SQL and PL/SQL.
* Conducted a financial and economic analysis for utility, gas, solar, wind and renewable energy markets in price regulation.
* Applied change management life cycle and SDLC processes and procedures to all corporate software changes and application/system maintenance tasks.
* Also participated in testing efforts related to software used for software change management processes.

**HealthCare Business Analyst 1** October 2019-February 2020

Optum, Charleston, WV

* Managed project through status meetings with users and stakeholders, weekly reports, identifying/resolving issues, and tracking progress on Child Welfare Programs for the State of West Virginia via a JIRA tracking board and tableau dash board.
* Supported the execution and creation of UAT Test Cases and Test Scripts based on BRD/SRS in conjunction with development teams
* Created User Stories and Epic stories for custom Software Development in a highly structured Agile Environment.
* Helped revamp an existing Child Welfare platform in existence for a major health insurance provider.

**Healthcare Business Analyst** April 2016-September 2019

Akshaya Trust HELP Helping in Help Trust, Madurai, India

* Conducted weekly case coordination, team structure and staff scheduling meetings with organization staff, volunteers and stakeholders
* Prepared business models, flowcharts and diagrams and created patient dashboards through Salesforce.
* Tracked product and software defects and bugs via JIRA tracking tool.

**QA Automation Engineer** July 2015 – March 2016

Tata Consultancy Services, Milford, Ohio

* Developed an automation-testing framework for a healthcare client from initiation to completion
* Team member of testing and troubleshooting group for healthcare mobile applications utilizing Selenium, Java, Server Interface and MySQL.

**Finance Business Analyst**

Everis, Boston, MA February 2015-March 2015

* Liaison between Security and Infrastructure Team and the business users to manage the development, validation, and implementation of a proprietary banking application
* Created and executed a series of SQL scripts checking and verifying services running on bank servers.
* Coordinating and conducting meetings to address project deadlines

**EDUCATION**

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| **Boston University Metropolitan College, Master of Science** Cumulative GPA-3.35 | August 2013 - May 2015 |
| * Information Systems, Security
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| **SUNY College at Brockport, Bachelor of Science,** Cumulative GPA-2.85MarketingPittsford Mendon High School, Regents Diploma  | August 2009 - May 2011 |
| **Cumulative GPA- 3.00** | December 2013 – May 2015 |

**RELEVANT SKILLS**

* Requirements Gathering
* Stakeholder Engagement
* Business Modeling Tools-MS Visio, Lucid Chart and Snag It
* SQL-MS Access, Oracle
* Microsoft Office-Pivot Tables, VLOOKUPS, SUM, Project, SharePoint, Excel, Word, PowerPoint
* Agile Practices
* CRM – Salesforce, Zoho
* Citrix
* Google Suite-Spreadsheets, Docs, Drive
* Use Cases
* Testing-Smoke Screen, Regression, Sanity, A/B, Unit, User Acceptance
* Database Development- Access, MS SQL Server, SSRS,SSAS
* Tracking Tools- JIRA, Confluence, Bitbucket, IBM Blueworks
* SDLC
* Technical Writing
* HTML
* HIPAA
* CAPM-In progress
* GAAP
* BI Tools-Tableau, PowerBI
* Programming-Introduction to Programming, Java
* ERP-SAP & SAP Financials & Success Factors
* Design Documentation-BDD, DSD, BRD, FRD, NFRD
* Teleconferencing – Webex, Teams, Google Hangouts, Skype
* KPIs
* Adobe-Photoshop, Acrobat
* Access
* Incident Management
* Analysis-Economic, Financial. Risk and Decision
* Budget Analysis
* Statistical Methods
* Data Visualization
* Languages- German, Spanish, Tamil