

TAMILSELVI GOVINDASAMY

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CAREER OBJECTIVE:

Business Analyst with 4.5 years experience in business operations, client relations and business development. Equipped with excellent communications skills, work ethics and strong sense of leadership .

WORK EXPERIENCE:

Business Analyst Fastway pvt ltd (Aramex) March 17 to Jan 20. Mumbai.

- Developed business plans ,determined key performance indicators and measured results.
- Analysed qualitative and quantitative data to determine the financial, sales and operational reports. Ad hoc analysis and benchmarking on existing accounts for different department analysis.
- Evaluated organisations workflow , implemented process improvements using various methodologies. Handled project which enabled customer to raise complaints with automatic response using Agile method.
- Involved with ecommerce installation project from procurement to end cycle and handled vendor management and stakeholders .
- Created weekly reports for sales and operations channels regarding the service performance of vendors.

Operation Analyst. Fedex Express Nov 14 to Dec 16 . Mumbai

- Analyzed and strategized the line-haul operations which have increased the efficiency .
- Lead project where work was atomized thereby increasing the efficiency of man power and reducing errors using six sigma and quality control.
- Involved with Integration team for new mergers and conducted process training.
- Certified FedEx facilitator and have facilitated sessions to new joiners and latest improvements in process.
- Created process networks using Waterfall and Agile .

SOCIAL RESPONSIBILITY:-

- Mentor in Mentor me India (2016-2017). Mumbai.
- Took classes for underprivileged kids.
- Fundraising for Mumbai Marathon -2017.

- Participated in blood donation camp .(2012,2014 ,2018).
- Participated in Swach Bharat campaign in our locality.

KEY SKILLS:-

IT Software project Management,Relationship Management,Business Analysis Data,Supply chain life cycle planning for ecommerce, customer complaint portal, software development for process change.

IT SKILL SET :-

MySQL, Macros, SAP, Agile, Six sigma,Excel,Powerpoint,

EDUCATION: -

B.Tech (Electronics and Tele-communication Engineering) from Mumbai University 2014

PERSONAL DETAILS:-

Contact address- 2/617 A , 5th street , Ambedkar Nagar, Manapakkam , Chennai -600125.

Date of Birth- 28th Feb 1993

Languages known- English, Hindi,Tamil, Marathi.

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