Gopikrishnan Prakasam

E-Mail: [pgkchem@gmail.com](mailto:pgkchem@gmail.com) ~ Mobile: +91-9677060189

Experienced in managing multiple Projects with 12+ year track record in delivering CPQ solutoins in e-commerce, manufacturing industry. Improved efficiency via development and implementation of new solutions and cost benefit analysis. Seeking to leverage skills and experience in a Project Lead role.

KEY PROFESSIONAL SKILLS

* Project Management tools : MS Project, SmarSheet, Slack
* Query languages : SQL Server, MySQL, Teradata
* BI Reporting Tools : Tableau, MicroStrategy, QlikView, PowerBI, MS EXCEL
* Modeling and Design Tools : Microsoft Visio, Pencil, Balasmiq
* Programming languages : Python, JS, EXCEL VBA
* CPQ Tools : Configit Tools, Tacton Works, Trilogy, Infor, CS, etc

CAREER HIGHLIGHTS

**Dec 2018 – till date**

**Company: Accenture Technology | Role: Senior CPQ Consultant and Project Manager (Clients – Automotive Industry - Confidential)**

Project Description: Delivering the CPQ suite for Automotive Industry client with a collaborative environment for maintaining Manufacturing and Engineering data of new products.

Contributions:

* Understand customer requirements and prepare project documentation, deliverables, finances, resource allocations, and status
* Responsible for budgeting and forecasting, expense reporting, risk management, status reporting, and execution
* Develop strategy and architecture for clients in alignment with business plans
* Account for complete project lifecycle from inception to closure including financial analysis.
* Provided guidance to team (8 members) and other program managers who are working across different regions of Europe/Asia.
* Collaborated with participants to determine product timeline by working with Internal and External clients
* Delivered practical solutions which saved £500k per year by reducing cost, quality improvements and customer trainings.

Environment/Tools: Configit Ace, Tacton Works, HP ALM, JIRA, Python (Pandas, Matplotlib), MS Project.

Skills Needed:  Leadership skills, goal setting, conflict resolution, performance management, budget planning, problem solving and employee engagement

**Dec 2016 – Dec 2018**

**Company: Configit India | Role: Senior CPQ Consultant and Business Analyst (Clients – ABB, Huawei, etc.)**

Project Description: Work on very large-scale data platform. Responsible for building and delivering ETL and data reports in various Business Applications.

Contributions:

* Managed a team of Business Analysts and Developers to deliver successful and complex projects
* Delivered an interactive Board for Product and data management for CPQ industry
* Developed python scrips and Java scripts for ETL and custom data imports.
* Performed business research and analysis, including financial analysis which improved the revenue opportunity
* Developed data architecture design to enable analysts to perform targeted customer analysis.
* Provided methodologies for object-oriented software development and efficient database design.
* Provided support as a SME for configuration management.
* Provided GUI Design for Reports and Analysis

Environment/Tools: MS SQL, MySQL, MongoDB, Python, PowerBI, C# Custom reporting tools, Zendesk, GoodData, MS Project, SalesForce CPQ, Tacton CPQ.

**Sept 2015 – Dec 2016** (1.3 years)

**Company: Groupon India | Role: Senior Business Analyst**

Project Description: Collect requirements from the business owners and create dashboards for the new experiments / pilot projects and recommend the insight. Supporting data & gathering business related requirements for MBR and QBR relating to Merchant/Deals Dashboard project with data science for building data model.

Contributions:

* Using Tableau server versions (9.3 and 10.2) as a front-end BI tool and Teradata and SQL Server 2014 as a back end database. Designed and developed workbooks, dashboards, global filter page, and complex parameters based calculations.
* Work on generating various dashboards in Tableau server using various data source
* Handled UAT testing and pilots for server deployment.
* Tested, Cleaned, and Standardized Data to meet the business standards using Execute SQL task, Conditional Split, Data Conversion, and Derived column in different environments along with user Security level.
* Launch new experiments on groupon.com website and measure the results through tableau dashboards
* Analyze customer purchase behavior
* Analyze and interpret trends or patterns in complex data sets
* Wrangling data from multiple data sources and customer databases to drive decision making
* Handle ETL job that loads vendor cisco phone switch data and chat data into our data warehouse

Environment/Tools: MicroStrategy 10, Salesforce, Zendesk Insights, Teradata (data warehousing), Microsoft Excel, PowerPoint, Tableau, ETL Tool, Hue (Hive), SmartSheet,

**Jul 2007 – Sept 2015** (8 years - 3 months)

**Company: Emerson Process Management| Role: Lead Business Analyst (CPQ)**

Project Description: Optimize, standardize and benchmark key Business Process Operation across Product and R&D department in Emerson by designing and implementing a standard Operating Model and governance cadence in KPI Reports.

**Contribution**

* Subject Matter Expert and Advisor on regulatory compliance IT solutions entailing implementations across APAC
* Working directly with product owners and stakeholders to elicit their feedback on customer satisfaction items
* Analyzing existing customer satisfaction functionality requests for providing business-value based recommendations to Product Owners
* Facilitating requirement JADs, root cause analysis and other requirements workshops
* Conducting requirements training sessions and developing best practices for product delivery
* Partnering with Development Leads to identify opportunities for better collaboration and process improvements
* Leading a team of 3 Junior Business Analysts; promoting a strong culture of standard Business Analysis processes as part of global standards

**Accomplishments:**

* Single point of contact between Project Management and IT groups from solution planning, sizing, to fulfillment
* Implemented third party solutions which enabled a near real-time order-based surveillance that highlighted potential intentions of market abuse activity
* Established large, high-performance IT teams to support IT regional operations; utilized local resources and established cost savings worth 30%
* Captured 60% in cost savings through a virtualization project that substantially reduced the overheads for the company

Environment/Tools: Trilogy, Tacton, Configit Tools, Infor, Tableau, SQL Server, Power BI, MS Excel, VB Applications, Apttus.

ACHIEVEMENTS & CERTIFICATION

* Received “All Rounder Award” twice for delivering on time and without any major issues
* Developed my own team by guiding, mentoring and motivating and received “Business division level award for Team Development”
* CPQ Tools, MSTR and Tableau **Python and SQL** certified
* “All Round achiever” award winner for 2 years in Emerson

EDUCATION

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| --- | --- | --- | --- | --- |
| Degree | Year | Institute | University | Percentage |
| Bachelor of Technology, Chemical Engineering | 2007 | Kongu Engineering College | Anna University | 87% |
| HSC | 2003 | SSBM Salem | Technical Education | 90% |
| SSLC | 2001 | SSBM Salem | Matriculation | 83% |

PERSONAL INFORMATION

Gender : Male

Date of Birth : 21st March 1986

Address : F3 Sahana Springs Manapakkam Chennai 600125

Languages Known : Tamil, English, Telugu, Hindi

Strengths : Empathy, persistent and self-responsible

Hobbies : Reading, Traveling, Coin Collection.

ABOUT ME

I am a hardworking and results oriented professional with a solid background in business operation. I have good analytical and problem-solving skills along with current technology experience. My management team considers me a resource with good communication and interpersonal skills, traits which I am very proud of.