**Business Systems Analyst**

*Offering an impressive 14-years’ experience on automating business processes*

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| --- | --- |
| * Expert in Finance and Customer Operations technologies. Leverage hands-on technical and financial acumen to communicate effectively.
 | * Oracle Financials, OSC, Salesforce, D365 CRM
* LinkedIn Forums Help Center Design, Directly
* Hands-on Engineering Background.
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| * Effective leader with good blend of technical, solution architecture and functional expertise.
 | * Shell Script, Hive, SQL, PLSQL
* Oracle BI Publisher, Tableau, Power BI
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| * Expert in building business solutions with emphasis on business needs and expectations of customer.
 | * Business Requirement Documentation.
* Jira, SVN, Change Control
* Workflow Design
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| * Experienced in managing cross-functional teams (onsite & offshore) in multiple Geo locations and time-zones.
 | * Expert in Agile and Waterfall, PMI Certified Project Manager.
* Excellent communicator
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**CAREER ACCOMPLISHMENTS**

**LinkedIn Sep 2014 – Till Date**

* Build Business Requirement Document and Functional Design Documents to meet business objectives
* Provide estimates, resource allocation, scheduling (sprint planning) and oversee execution on daily basis to ensure quality solution and timely delivery.
* Mitigate risk factors through careful analysis of statistical data. Anticipate and manage change effectively
* Effectively communicate between stakeholders across multiple business lines to build system requirements
* Defined CRM and Tableau reporting requirements for Dynamics 365 Implementation.
* Designed the PMO Portal product roadmap.
* Defined Access Controls for Inspector and Dynamics 365 for GDPR implementation.

**LinkedIn–Bangalore, India Sep 2014 – Dec 2018**

* Configurations and solution design for Singapore AU Branch Implementation for Procure to Pay. Setup a new Singapore AU entity as a consequence of Australia’s announcement to levy 10% GST on digital services by non-resident providers. Implemented iProcurement, Purchasing, EBTax and Accounts Payable as part of this project.
* Designed and Implemented India GST Tax Solution.
* Owned complete delivery for Integration projects with SAAS applications like Tangoe, Beeline and Tradeshift.
* Coordinated with EMEA, APAC and Americas users for on time delivery of projects.
* Involved in Initial Scoping, Effort Estimation, UAT sessions and Project Delivery.
* Focused on business objective and tracked progress to ensure milestones were completed on time, on budget and with desired results.
* Moved between Agile and Waterfall approaches depending on project specifics and client goals, created detailed project road maps, plans, schedules, and work breakdown structures.
* Build knowledge management content on recurring issues for quick problem resolution.
* Managed third party vendor resources.

**Texas Biomedical Research Institute–San Antonio, USA Nov 2013 – May-2014**

* Project planning at track level and delivery ownership for each project phase.
* Solution designing, GAP mitigation, Track Scope control, Business document sign-offs, End user training, cutover execution and Production support.
* Weekly status reporting to Oracle user group, prioritization of tasks, providing monthly metrics.
* Worked on Grants Accounting, Labor Distribution, Projects, Accounts Payable, Accounts Receivable, General Ledger, HRMS, OTL, Purchasing, iProcurement and AME.

**Dell Services – Bangalore (India) & Dallas, USA Aug 2012- Nov-2013**

* Coordinated with different stakeholders of the project / product working in different geographies /locations.
* Track maintain and handle migration operations for R12 upgrade.
* Maintained SharePoint application for all extension objects and handle meeting with Oracle PM, Client PM, Global Tech Lead.
* Worked on RFPs, work estimates and resource requirements.

**Capgemini – Bangalore, Pune (India) & Greenville, USA Feb 2010- Jul-2012**

  ***Michelin – Support & Upgrade***

* Led a team to begin with the analysis of R12 upgrade project for Michelin. Team was responsible for supporting and fixing issues with customizations during pre and post upgrade phases.
* Transitioned the support on Michelin from IBM to Capgemini.
* Led the support team for 11.5.10 solution on Purchasing, Inventory, Accounts Payable, Accounts Receivable and General Ledger

 ***World Fuel Services – 11.5.10 Support and Development***

* Functional design and custom development of Forms for Advance Collections Module.
* Functional Specifications and development of Customer Aging and Customer Exposure Form.
* Advance collections workbench was developed using Forms 6i and the BI publisher was used to export the form data.

**Wipro – Gurgaon & New Delhi Aug 2009- Feb-2010**

* Power Finance Corporation – R12 Implementation
* Uninor – Oracle R12 Implementation
* Indus Towers – Oracle R12 Implementation & post go live support

**Oracle –Bangalore Jan 2006- Jul-2009**

 ***ALCOA RICE Development Team***

* Supported ALCOA’s business critical 3rd party software such as Clear Orbit@ (used in handheld scanner by shipping staffs) and Alcoa Direct@ (web based tool for CSRs for booking and shipping orders)
* Wrote MD.060 design documents, Unit Test Scripts & Test Plans and Built Code Units.

**OTHER ACCOMPLISHMENTS**

**Educational Qualifications**

* **BACHELOR OF Engineering** from **Thapar University**, Patiala from 2001 – 2005.
* AttendedSOA Bootcamp conducted by Oracle University in 2010
* Attended Oracle Consulting Bootcamp, conducted by Oracle University in 2006.
* PMP training conducted by PMI in 2012. Valid PMP Credentials

**Certifications & Associations**

* Project Management Professional (PMP)®
* Certified as Oracle E-Business Suite R12 Supply Chain Expert Consultant by Oracle University.
* Oracle Trainer with Apps2Fusion. Conducted trainings on Oracle Forms, Reports, and Interfaces, Procure to Pay, AME.