**Kakumanu Tejaswani**

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#  PROFILE SUMMARY

Ambitious and data-driven Business Operations Specialist with experience in business operations, database management, marketing research, and Data analytics. Advanced knowledge in SQL and Tableau. Seeking a business analyst role that requires knowledge and experience in product, process and technology to focus on customer’s requirement and excellent IT service Delivery.

#  EDUCATION

**Audencia Business School Nantes, Paris, FR Aug 2018 – Jun 2020**

*Masters in International management*  **GPA: 3/4**

 **Hyderabad institute of technology and Management (JNTU-H affiliated), Hyderabad, TS, IN Aug 2011 – Jun 2015**

*B.Tech in Computer Science and Engineering* **Percentage:** *75.3%*

**Narayana Junior College, Secunderabad, IN Jun 2009 – May 2011**

*Board of Intermediate Education (Class XII) - Mathematics, Physics and Chemistry* **Percentage:** 70 %

# WORK EXPERIENCE

## Business Operations Specialist (SQL, Advanced Excel, Tableau, Automation tools, AWS ETL tools)

Amazon Development Center, Hyderabad, TS, IN **Jun 2020 - Present**

* Extracted, analyzed, and reported Th[e Project Zero](https://brandservices.amazon.com/projectzero) tool's data patterns using Tableau to cut down counterfeit products on Amazon.
* Created automation rules for privileged brands, which reduced human intervention by **12%**, and further saved **30** productive man-hours/week.
* Received business owners’ appreciation and Spot Award for optimizing existing SQL queries and reducing the processing time by **20%**
* Trained and mentored **7** new hires in SQL, best data analysis practices, and dashboard creation in Tableau.

## Management Trainee (Project Management, SAP finance systems, consulting and client relationship)

 RTL Group, Luxembourg, **Sept 2019 – Mar 2020**

* Identifies project requirements by interviewing customers; analyzing operations; determining project scope; documenting results; preparing customer contracts.
* Develops problem solutions by describing requirements in a work-flowchart and diagram; studying system capabilities; analyzing alternative solutions.
* Develops project estimates by identifying phases and elements, personnel requirements.
* Verifies results by completing tests.
* Prepares customers to use system by conducting training.
* Provides reference for customers by writing documentation; providing support and help.
* Maintains systems by researching and resolving problems; maintaining system integrity and security.
* Maintains quality service by establishing and enforcing organization standards.
* Prepares reports by collecting, analyzing, and summarizing information.
* Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
* Contributes to team effort by accomplishing related results as needed.

## Technical Analyst (AD console, SQL, Advanced Excel, Citrix)

 IBM India Pvt Ltd, Hyderabad, TS, IN **Jun 2015 –Aug 2018**

* Assist/support in the design, development, implementation and workflow training.
* Proficient in the working of applications running on Various Servers.
* Active Directory Management and User Data Management Citrix Environment and Profile Management.
* Assist in the development of new processes and procedures to improve existing services, or to assist in deploying new support services.
* Provide on-demand and scheduled Citrix/Remote Access support for critical issues
* Identify root causes of issues (problem/change management) and work with Application Development Team in providing a solution.
* Ensure that tickets are responded to and closed in a timely manner using TD’s Incident Management tool
* Preparation of reports for both internal and external client using KPI’s and control work force management.
* Establish and implement best practice procedures for system maintenance and optimization, configuration development, testing, data integrity, backups.
* Participate in discussions on more problematic issues that may lead to resolution or elimination
* Develop, maintain and perform processes to continuously monitor data quality and integrity in platform applications.
* Consult with all stakeholders to improve business processes, including developing functionality to automate manual processes.
* Formulate quantitative analysis for client delivery group using datamining and fish-bone analysis, scatter diagrams, control and Pareto charts.
* Providing various solutions to the client; where urgency is required, comply with the proper action in resolving the issue in an efficient and courteous manner.

#  SKILLS AND CERTIFICATIONS

* **Technical Skills:** Database Management, AD Console, Citrix Platform, SAP, Networking, and Troubleshooting, Salesforce CRM
* **Programming Skills:**  Python, SQL, HTML, and Microsoft Productivity Tools.
* **Visualization Tools:** Tableau, Power BI ,G-sheets
* **Certifications/Upskilling:** Python for Data Science and ML by Jose Portilla, Tableau by Lukas Halim, MySQL for Data Analytics and Business Intelligence (Udemy)

#  Functional Skills

* Data analysis and Reporting.
* IT service Management, IT operations, CRM, Agile Management.
* LDAP and Application User Access Management.
* Escalation Management ensuring Client Satisfaction.
* Client Standardized Workstations and Security Management
* Task management with Service Level Agreement
* Client handling and ensure client requirement is fulfilled
* Escalation Management ensuring Client Satisfaction

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