

Gowtham Vivek R.

Dedicated & result-oriented professional targeting managerial assignments in **Business Analysis** with an organisation of high repute, preferably in **Chennai**.



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Personal Details

Date of Birth: 06-Sep-1992

Languages Known:

English, Tamil, Hindi

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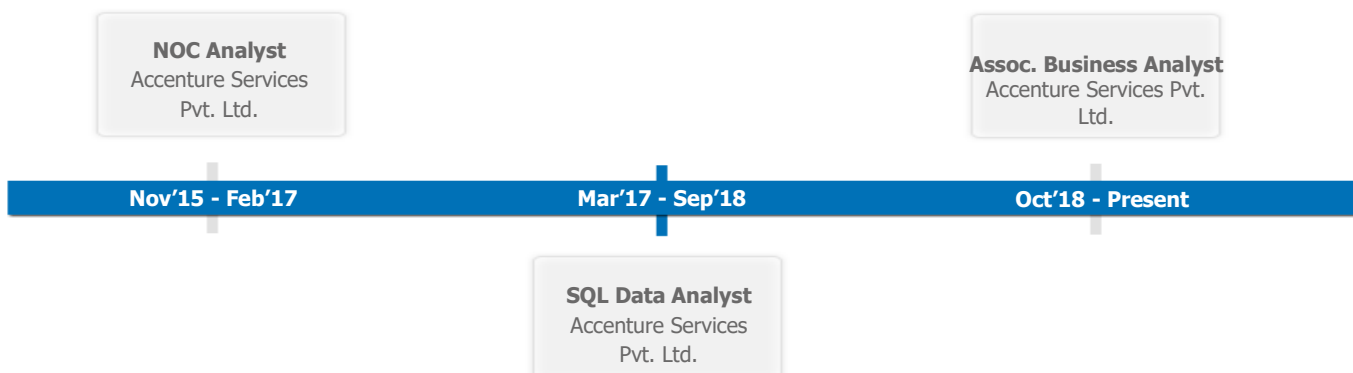
Chennai – 600119



Profile Summary

- Focused professional with 5 years of experience in IT industry, having worked closely with stakeholders in different domains, helped them in driving effective and efficient business solutions.
- Possess excellent knowledge in Healthcare, Telecommunication, Banking & Finance domains.
- Ability to define, gather and document requirements by understanding client needs. Lead planning meetings, conducted interviews, held group discussions between different stakeholders to define requirements and implement business processes as per specifications.
- Extensive experience in understanding business operations and analytics tools for efficient data analysis to help identify business problems and arrive at suitable solutions.
- Strong knowledge in modelling business processes and requirements using Business Activity Model (BAM), Business Process Model (BPM), UML diagrams (Use Case diagram, Entity Relationship (ER) diagram) and Wireframe modelling.
- Ability to understand complex requirements and analyze them through Requirements Traceability matrix and Use Cases.
- Liaison between business and technical personnel to ensure a mutual understanding of processes and applications. Broad based management skills with strong planning, communication, organizational, decision making and problem-solving ability.
- An effective communicator with exceptional relationship management skills with the capability to relate to people at any level of business & management and excellent team building capabilities.
- Skill to Draft and maintain business requirements and align them with functional and technical requirements. Experience in facilitating monthly meetings with clients to document requirements and explore potential solutions.
- Possess excellent written and oral communication skills, inter personal skills, presentation skills, quick learner, versatile and ability to work well in a team or individual environment.

Career Timeline



Professional Summary

Project: First Data Corporation, USA

Domain: Banking & Finance

Period: Oct 2018 – Present

Designation: Associate Business Analyst

Project Details:

- Served an US based financial services company by working on the enhancements of their currently available services to the card holders under First Data Network and on Industry Compliance with other major networks like Visa, Master Card and Discover.
- Worked on development and feature enhancements for application that routes the transactions from Acquirer to the corresponding Issuers based on the card network. Added to that, it also performs authorizing the transactions on behalf of the Issuers, when they are not available.
- Gained excellent knowledge and hands on experience in understanding, documenting, managing and validating requirements, Business Activity Model (BAM), perform gap analysis to develop Business Process Model (BPM) for the elicited requirements.
- Acted as a liaison between different internal stakeholders and cross functional teams to meet the project deadlines and the objectives with success.
- Actively involved in various formal & informal collaboration meetings with project teams and developers to report, demonstrate, prioritize and suggest resolution of issues discovered during testing.
- Actively participated and contributed in scrum meetings and agile practices throughout the SDLC process.
- Successfully delivered major compliance and add-on transaction services projects on time.

Project: Singtel Optus, Australia

Domain: Telecommunication

Period: Mar 2017 – Sep 2018

Designation: SQL Data Analyst

Project Details:

- Served a leading telecommunications client by taking up responsibility of analysing and identifying regional backlogs on customer bill payments, thereby helping them improve business operations efficiency.
- Imported and manipulated large data sets from multi-million-row databases under tight deadlines.
- Performed data extraction and detailed data analysis on user records using SQL queries, created pivot tables, charts, trend graphs and generated reports using Excel.
- Gained handful of knowledge on converting data sheets into insightful dashboards using Tableau Desktop.
- Contributed on automating bill-day patches to increase departmental efficiency.
- Managed to receive client appreciation for attaining SLA metrics within defined deadlines and meeting priorities.
- Attended and conducted weekly client meetings, presented monthly reports.
- Maintained good client orientation and relationship by addressing issues proactively.

Project: NYU Langone Medical Centre, USA

Domain: Health Care

Period: Nov 2015 – Feb 2017

Designation: NOC Analyst

Project Details:

- As a NOC analyst for an US based Health Care client, played a vital role in building the team, defining work operations and preparing SOP documents by conducting meetings with key stakeholders.
- Actively involved in ITSM processes like incident management, problem management, change management, request management, configuration management using tools like SolarWinds, Nagios and FrontRange HEAT.
- Responsible in carrying out various investigation techniques, identifying problem situations, providing timely solutions and documenting reports.
- Responsible in conducting weekly meetings with stakeholders regarding work expansions and continuous development ideas.
- Experienced in extracting, analysing and processing data of various network device's health parameters and bringing out insightful reports.
- Responsible in creating detailed documentation, building reports and presenting it during client meetings on weekly and monthly basis.

Certifications

- **IIBA & SAP** endorsed **Certified Business Analyst & Agile Coach** Prodegree from Imarticus
- MS Excel Beginner to Advanced Certification from Udemy
- SQL Bootcamp Certification from Udemy

IT Skills

Language:

C, C++, Unix, SQL



Database:

Oracle 11g and SQL Server



Other Tools:

JIRA, Tableau Desktop, SQL Developer, PG Admin II, SolarWinds, Nagios, FrontRange HEAT, Microsoft Office Suite



Modelling Languages & Tools:

Visual Modelling, StarUML, Pencil, Balsamiq, Microsoft Visio



Academic Details



- **B.E. SW (Electrical and Electronics)** from PSG College of Technology, Coimbatore in 2015 with CGPA 8.27
- **12th** from A.V.Rm.V. Matric Higher Secondary School, Ambasamudram in 2010 with 91%
- **10th** from A.V.Rm.V. Matric Higher Secondary School, Ambasamudram in 2008 with 92%

Skill Set

