Pavan Kumar C S

A versatile, accomplished & goal-oriented professional with 6+ years of experience as 'Business Analyst' in supporting business solution software and analyzing business operations in IT Domain with SDLC processes and Agile flavored development methodologies. Aiming to utilize my strong prioritization and analytical skills to achieve the goals, targeting rewarding & challenging opportunities in project management with an organization of high repute.

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Core Competencies

Business Analysis	Requirements Gathering & Mockups
Product Management & Roadmap	Strategic Decision Making
Project Documentation	User Acceptance Testing
Scrum & Sprint Planning	Waterfall & Agile Methodology
MS Visio	Experience in ERP and Ecommerce

Soft Skills

- Collaborator
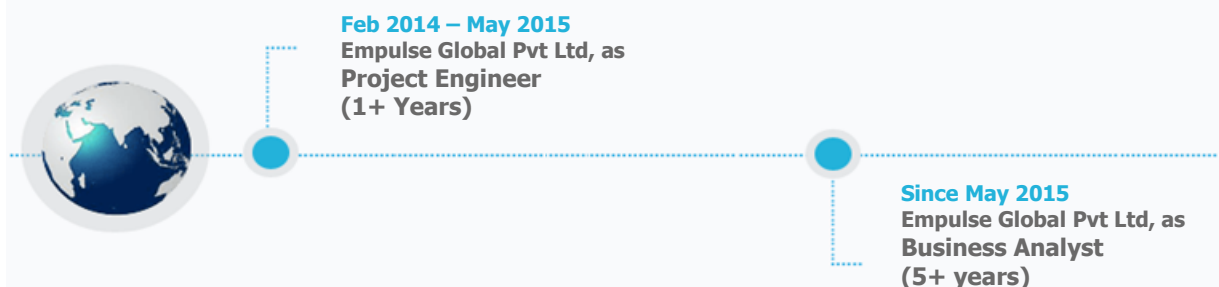- Team Builder
- Communicator
- Problem-solver

Profile Summary

- **Business Analyst** for ERP, E-Commerce, Ticket Management, Data Analysis & Process Automation Projects.
- **Currently Mentoring a team of 5 members** & driving them towards process efficiency
- **Gained insightful experience in managing multiple IT projects** across various geographies while meeting business needs in a fast paced, dynamic, and globally expanding MNC environment
- **Responsible for leading the** Requirement Gathering, Analysis, Documentation, and Coordination with client's on Business Requirements
- **Expertise in managing complete project management activities,** ensuring timely deliveries as per defined timelines and quality standards
- **Proficient in building, training & mentoring high-performing teams** for consistent delivery of strategic IT and KPO projects
- **Experience in leading teams for day-to-day Project requirements and project implementations** & managing multiple concurrent projects
- **Proven track record of establishing cordial relationships with clients and technical teams** for successfully securing & executing concurrent projects
- **Driving business operations to outperform annual objectives,** acting as key driver for business process design and solution identification
- **Acting as escalation point to resolve issues** for all support issues, driving resolution of customer's technical support issues
- **Skilled in analysing information system needs, evaluating end-user requirements**, custom designing solutions, troubleshooting for complex information systems management
- **Extremely proficient** with MS Excel, Visio, Word, PPT, Manual testing, Bug tracking tool like Bugzilla.
- **Knowledge on Basic SQL -Data Base Creation, Data dump, Export & Import.** Data validation and Data analysing using **Advanced Excel.**
- **Breaking down high level requirements document into manageable blocks for** design and development with **project documentation** like User Stories, **BRS, FRS, Sprint Planning and Daily huddle**
- Expert understanding **of SDLC processes and Agile flavored development** methodologies (Waterfall, Scrum, Agile Framework, Principles).

Career Timeline

Feb 2014 – May 2015
Empulse Global Pvt Ltd, as
Project Engineer
(1+ Years)

Since May 2015
Empulse Global Pvt Ltd, as
Business Analyst
(5+ years)

Role:

- Spearheading the end-to-end project Development including Project Management, Service Delivery Management, Product Management, Support Services, Client management.
- Mapping business requirements and providing customized solutions involving finalization of product specifications and selection of appropriate techniques.

- Understanding & coordinating client's needs / enhancements, customization, Project-related issue of clients to provide solutions in adherence to delivery schedules.
- Developing high level Mock-up designs for Client and Team understanding.
- Managing project development activities for business process mapping of the client and identifying appropriate development methodology.
- Spearheading client/ user/ partner interaction for requirement gathering, risk assessment, finalization of technical specifications and discussions for effort/ cost/ time estimation and client co-ordination and reporting.
- Providing effective resolution to customer queries and improving relationships with the customer by anticipating customer future requirements, thereby ensuring a positive customer experience
- Supervising service delivery functions, to ensure end-to-end ownership of incidents and service requests
- Onsite Visit for Business operations understanding and Solution designing.
- Meeting deadlines and TAT without compromising quality norms and adhering to SLA
- Monitoring & coordinating development and review of service level targets and ensuring timely closure of priority tickets
- Conducting project workshop meetings for designing or streamlining processes to ensure smooth functioning of project operations.

Core Skills

Personal	Consultative approach, Quick learner, Good communicator & "Doable" attitude
Applications	MS Visio, Basic Tableau, MS Word / Advance Excel / PowerPoint, Draw.io, Zoho Creator
Database	Basic SQL
Project Management:	JIRA & Smartsheet, MIS Reporting

Academic Details

- **B.E. in Electronics and Communication** from Visveswaraya Technological University, Karnataka in 2013

Personal Details

Date of Birth	:	12th May, 1992
Father Name	:	Shivaswamy
Languages Known	:	English, Hindi and Kannada
Location	:	Mysore
Address	:	# 99,1st stage, 4th Cross, Udayagiri,Mysore - 570019
Skype ID	:	pavankumar.cs
Linked in	:	https://www.linkedin.com/in/pavankumarcs-69a4378b
Passport No	:	R6025353
Alternative Phone No	:	+91 8618157942

Refer Annexure for project details

Annexure

Title   : Services Market Place (SMP)
Client   : Oezee Corp
Technologies   : ASP.Net MVC 5, C#.Net, Web Api, SQL SERVER, VS 2017, Jquery, Javascript & Linq
Description   : Services Market Place is web application with one-stop solution to sort all home needs ranging from Snow cleaning to maintenance, quickly, professionally and conveniently. this application simplifies everyday living with a variety of at-home services, delivered by verified & qualified professionals. Services Market Place home services include Snow cleaning, Interiors/Renovation/Construction Services, Painting services & a lot more.

Responsibilities:
- Follow on all project management framework standards, procedures, and documentation
- Breaking down high level requirements document into manageable blocks for design and development with project documentation like User Stories, BRS, FRS, Sprint Planning and Daily huddle.
- Most of the time be responsible for assigning daily tasks/work to junior level staff on project teams
- Ensures issues are identified, tracked, reported on, and resolved in a timely manner and Assists in enforcement of project deadlines and schedules
- Communicate client's business requirements by constructing easy- to-understand data and process models
- Performs work on all aspects of the business analyst process from end to end (e.g., user requirements, implementation strategy, user training, etc.)

Title   : Eghaseel
Client   : Al Jazeera Energy Solution
Technologies   : ASP.Net MVC 5, Web Api, C#.Net, SQL SERVER, VS 2017, Jquery, Javascript & Linq,Swift(IOS),JAVA(Andriod)
Description   : Eghaseel is an Mobile applications to book online Laundry services in Oman. This has been provided in both IOS and Android. This app is an Market place for the laundry service providers in Oman where they can register to the Eghaseel and provide the services to the customers and also with instand with marketing by reach every customers.

Responsibilities:
- Follow on all project management framework standards, procedures, and documentation
- Breaking down high level requirements document into manageable blocks for design and development with project documentation like User Stories, BRS, FRS, Sprint Planning and Daily huddle.
- Most of the time be responsible for assigning daily tasks/work to junior level staff on project teams
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Title   : Onepath ERP
Client   : Onepath
Technologies   : ASP.Net MVC 5, C#.Net, SQL SERVER, VS 2015, Jquery, Javascript & Linq, Swift(IOS),JAVA(Andriod)
Description   : An Enterprise resource planning (ERP) business process management software that allows Onepath to use a system of integrated applications to manage the business and automate many back-office functions related to technology, services, and human resources of Onepath customer. Customer orders, Work order, Inventory, Resource assignment all will be maintained in ERP dashboard. Work order details and status updated will be done by App provided to Employee and Supervisor.

Responsibilities:
- Follow on all project management framework standards, procedures, and documentation
- Breaking down high level requirements document into manageable blocks for design and development with project documentation like User Stories, BRS, FRS, Sprint Planning and Daily huddle.
- Most of the time be responsible for assigning daily tasks/work to junior level staff on project teams
- Ensures issues are identified, tracked, reported on, and resolved in a timely manner and Assists in enforcement of project deadlines and schedules
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Previous Projects Undertaken
- **Vanbody Ecommerce**
- **Alphion (Ticket Management Portal)**
- **Metrostar ERP**
- **IVMR Automation**
- **Avior Survey**
- **Diamond Coach**
- **Trippal**