**Tharani G Hagerty**

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**Work Authorization**: Permanent resident - GC

**OBJECTIVE**

Engineering analyst with excellent management and communication skills seeking fulfilling career with opportunities for growth.

# EDUCATION

MS Industrial Engineering (Quality Improvement) - May 2016 (San Jose State University, San Jose, CA) BS Engineering in Electronics and Communication - May 2012 (Anna University, Chennai, India)

# SKILLS

Tools: ALM (Quality Center), Tableau, FMEA, 8D-report, RACI, Root-Cause Analysis, Qlik-View, SPC, Alteryx, MS-Power BI, IBM,

Clear Quest, Automation Testing, Windows Services, FTP, SQL, Manual Testing, R-Programming, Microsoft SQL server, VBScript,

SharePoint, MS Excel, MS Word, MS PowerPoint, MS Access, Minitab, Pro-model, QFD, Python-Basic, Service Now, Jira, Salesforce

Specialties: Data Management and Analytics, Statistical Analysis, ETL, SDLC, Project Management, Product Management,

Reporting, Operations Planning and Control, Financial Analysis, Quality Assurance, Testing, Business Management, Supply Chain

Management, Process Improvement, Accounting, T-accounts, Lean Principles, SQL Server Integration Services, ITIL, SDLC

Certifications:SIX SIGMAGreen Belt, Business Process Management- in progress

# WORK EXPERIENCE

-**Cherwell Software (Colorado Springs, CO): Business Process Analyst** (Dec2019 - Present**)**

• Support Program managers and the development team with Project Implementation

• Drive UAT, Smoke Testing and Production testing with stakeholders

• Lead Process Improvement Initiatives through PIR for CPQ and Sales to Order processes

• Lead requirements gathering and offer process suggestions to BO based on efficiency and optimization

• Create robust process maps for End to End organizational operations for cross functional teams using Visio

• Assess Value, PIRs for projects and track data and metrics for further improvement opportunities

• Create Business Process templates for Individual Projects and act as the subject matter expert

• Deliver feedback to development team about bugs and improvements from stakeholder’s function as a liaison supporting pre and post release

• Used Lean Six sigma tools to efficiently measure and model existing processes

• Delivered results and supported project delivery to meet target timelines

• Scrutinize the design and build process for quality of deliverable

• Identify risks and dependencies and communicate as necessary and follow procedures to help mitigate issues

* Improved impacted customer operations by analyzing and revising process gaps
* Conducted trainings to enable cross functional teams to perform day to day activities
* Gathered data from multiple systems that connected to the end to end process to understand cycle times and interpreted sales impact analysis on different programs
* **SunGard Availability Services (Denver, CO): Business Analyst** (Oct 2016 - Mar 2019**)**
  + Communicated closely with cross functional team members performed root cause analysis to identify process improvements opportunities for product portfolios
  + Deliberated with development team to identify possible solutions and enhancements for operational and functional (SaaS) tools in an Agile development environment
  + Created end to end process flows in Visio, product roadmaps and documentations for existing and future processes using Lean Six Sigma methodologies
  + Performed data analysis and identified outliers using statistical tools on existing operational and functional tools and combined results for the management for review and product enhancements
  + Gathered end-user feedback from internal and external users to prepare Business requirement documentations
  + Created project plans, use cases and tracked implementation against agreed upon milestones using agile methods and various project management tools
  + Trained end users on the new features of the tool and became the subject matter expert for future enhancements, driven product issues and critical incidents to resolution with a good track record
  + Managed end to end project lifecycles and resolved post implementation issues/defects and end user training using Microsoft office tools
  + Conducted end user system and release testing and tracked results against agreed upon requirements.

* **HP Inc. (Palo Alto, CA): Business Operations Analyst Intern** (Jan 2016 – May 2016) 
  + Key member of business intelligence team involved in planning promotions for HP retail and commercial line printers
  + Gathered Functional requirements from vendors, created process roadmaps for the top management
  + Performed analytical assessment, trend analysis, quantitative ROI evaluation models and used accounting principles
  + Used advanced/strong excel skills/expertise to build promotion tools and track trends using pivot tables, lookups, and macros

* **Accenture (India): Quality Assurance Engineer** (May 2012 – May 2014)
  + Analyzed Business requirements and developed test scripts, test plans, and processed claims for state pensions and Blue Cross
  + Performed regression testing, A/B testing, application manual testing, and user acceptance testing UAT
  + Used Toad-SQL server, Tivoli, and Putty to process defect tracking with HP ALM andmanagement using Clear Quest
  + Earned award from senior leadership for contributions to a monthly journal for pioneering new functions for the company

# PERSONAL PROJECTS

* **Walmart’s** **Supply Chain Analysis (2014):** Personally led research on the CRM, SCM, and SRM sections of Walmart in order to exceed company goals at Accenture
* **Six Sigma Improvement Project (2015)**: Hand-selected by the HR department at San Jose State University to reduce call wait times and improve customer satisfaction using the SWOT, FMEA, SIPOC, and Kano models
* **Business Simulation (2016)**: Created a simulation that used decision trees to analyze outcomes of different possible investments

to estimate trends. The simulation had a real-time approach, taking into account factors such as competitor’s prices, ranking, and geography