

Naveen Krishnadass

Senior Business Analyst/Product Owner/QA/Scrum Master

Expertise in Business analyst/Product Owner /Techno-Functional Consultant/Scrum Master with around 8+ years' experience in IT in multiple domain's, ERP's, CRM's and Technologies.

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Profile Summary

- ❖ Strong knowledge of Business Analyst/ Product Owner/Functional consultant with around 8 years of diverse experience in Information Technology with focus on **multiple ERP's, multiple CRM's, Healthcare, banking, SAP-MM, PP, SD, Retail, Supply Chain, Manufacturing, Business Modeling, Requirement Gathering, Business process reengineering, Business process mapping and a progressive experience in all phases of the iterative Software Development Life Cycle (SDLC) & Application/Production Support.**
- ❖ **Well versed in Agile and Scrum Methodology.**
- ❖ A focused professional with around 8 years of experience in Business Analysis, Healthcare, Supply Chain, Retail-CPG, SAP MM, PP, SD, logistics, Procurement, Salesforce-CRM, Warehouse & inventory management, Demand and logistics management, Import and Export.
- ❖ **Good exposure in Banking & financial services domain & Digital Banking.**
- ❖ **Good exposures in Banking for Remittance, Swift payments –outward & inward, Domestic & Faster payments & gateways**
- ❖ **Good experience in international payments –Raise & approve**
- ❖ **Good exposures in Open Banking & Agent Banking.**
- ❖ **Expert in SEPA transfer, Fasters payments and implementation of New bank line portal across Brands.**
- ❖ **Hands on experience in Business Process Consulting, Requirement Gathering & Analysis, Use Cases, UAT and Workflow Analysis, Business Process Modeling, Problem Definition and Solution.**
- ❖ **Well versed in Market research, Impact analysis, Gap analysis, cause and effect analysis, SWOT analysis etc.**
- ❖ **Experienced in creation of RFP's and POV's and work with pre sales team to get new customers.**
- ❖ **Resourceful and deft in all phases of the SDLC (Requirements elicitation/analysis/communication, design, development, testing and troubleshooting, deployment), with strong software upgrade and application support skills across technology platforms.**
- ❖ **Develop propositions and go-to-market strategies for innovative ideas**
- ❖ **Manage all bids that are being responded by team**
- ❖ **Work with different delivery teams and COE's for new propositions**
- ❖ **Expert in program management and Stakeholder management**
- ❖ **Review the solution constructs, pricing model, commercials for every bid**
- ❖ **Exposure to the multiple ERP Systems, functional knowledge in manufacturing / finance/supply chain system.**
- ❖ **I will closely collaborate with customers, development and internal colleagues to meet the right requirements and managing different projects both short & long term.**
- ❖ **Also having vast experience in Scrum master, Project Management skills, CMMI, ISO, Agile, Scrum, IT Audits, Application/Production Support**
- ❖ **Accomplishing the project objectives within the constraints of the project.**
- ❖ **Responsible for planning, controlling, monitoring, and optimally managing the resources to meet the project objectives.**
- ❖ **Supported Pre sales teams in creation of RFP's and POV's for new business acquisitions.**
- ❖ **Controlling and monitoring the project scope, cost, time and quality.**
- ❖ **Gathering data such as baseline, schedule, work in progress, and work completed to make reports on the project progress and other project specific information to management.**
- ❖ **Responsible for identifying, monitoring, and responding to risks.**
- ❖ **Conducting internal meetings with the team leaders and members of the project.**
- ❖ **Conducting meetings with the clients on a regular basis to maintain the best customer relationship.**
- ❖ **Develop best practices and tools for project execution and management.**
- ❖ **Creation of AS-IS and To-Be business processes and BRD's**
- ❖ **Coordination with various stakeholders for requirements gathering, analysis and prioritization according to business needs**
- ❖ **Experienced in secondary research to understand the market trends and showcase potential opportunities to clients by conducting workshop**
- ❖ **Demonstrated proficiency in leading and mentoring individuals to maximize levels of productivity, while forming cohesive team environments**

- ❖ **Domain Experience:** Banking, Healthcare, Supply Chain Management, SAP, logistics, Procurement, Salesforce-CRM, Manufacturing, Retail-CPG, Testing, Import and Export, Travel, Transportation, insurance.
- ❖ Coordination with various stakeholders for requirements gathering, analysis and prioritization according to business needs
- ❖ Created value add in logility worth \$27000



Core Competencies

Cross Functional Coordination



Project Management



Industry/Market analysis & Research



Business Process Re-engineering



Agile-Scrum Practice



Requirement Gathering /Analysis



Business Analysis



Testing/implementation/Deployment



Training and Development



Software Proficiency

- ❖ **Applications** : Logility, Informatica, Safety Net, TMS, Oracle, SAP MM, PP, SD, Salesforce-CRM
- ❖ **BI Analytical Tools** : Tableau, Power BI, Qlik sense, Crystal Report, Microstratgy.
- ❖ **OS/Platforms** : Microsoft Windows 7, Windows 8, Windows 10, Windows XP.
- ❖ **Database/Tools** : Microsoft Windows, SQL*Plus
- ❖ **Ticketing Tool** : Jira, Service Now, BMC Remedy
- ❖ **Design Tool** : MS Visio, Balsamiq
- ❖ **RPA Tool** : Blue prism, Ui path
- ❖ **Cloud** : AWS, Google, Azure
- ❖ **ETL Tool** : Informatica



Certifications

- ❖ Certified Scrum Product Owner
- ❖ Certified Scrum Master
- ❖ ITIL
- ❖ Prince 2
- ❖ PMP- Project Management Professional from Gray Campus- classroom trained



Soft Skill



Education



MBA (Operations)- from Tamil Nadu Open university.

Bachelors of engineering (Mechanical Engineering) from Anna university affiliated college.

Career Timeline



Work Experience

Senior Analyst (ilink systems)

Project #1: Chipotle PBI migration

Duration: 07/2020 – present

Company Name: ilink systems

Role: Lead BA/QA

Domain: Data & AI

Project Name: Tableau to PBI migration

Project synopsis:

The objective of the project is to migrate the Chipotle customer's tableau reports and dashboard/KPI's to power BI and to do few enhancements in report and to validate the data validation.

Role Synopsis:

- ❖ Re-engineer the Tableau Reports, dashboards, datasets, dataflow, mappings etc. and prepare documentations.
- ❖ Prepare the backlog, user stories, test plan, test scripts
- ❖ Assisting the Product owner in gathering information from techno functional perspective. Suggesting new approaches in solving the existing business problem and improvements to the business processes.
- ❖ Follow complete Agile practices for each sprint right including daily stand up, scrum calls, maintaining backlog, creating user stories, conducting refinement sessions and retrospective meetings.

Senior Business Analyst/Product Owner (Mphasis) – Customer – Royal Bank of Scotland

Project #1: Royal Bank of Scotland

Duration: 02/2020 – 07/2020

Company Name: Mphasis

Role: Senior BA/Product Owner

Domain: Commercial Banking

Project Name: Open Banking

Project synopsis:

The objective of the project is to enhance the features on bank's open banking Application especially in the areas of RBS which enables the use of open APIs that enable third-party developers to build applications and services around the RBS system.

Role Synopsis:

- ❖ Exploring the product functionalities and creating of process flow diagrams.
- ❖ Deriving the functional flow from existing technical flow in order to implement Open Banking and to perform the testing.
- ❖ Working on API's and Micro services platform
- ❖ Working with TPP's for API's interlinkage.
- ❖ Good exposure in digital banking.
- ❖ Good exposure on Open Banking & Agent Banking.

- ❖ Working with consent management features within RBS application.
- ❖ Worked on projects related to payments for international, domestic, standard, SWIFT, CHAPS, SEPA, and Non-SEPA etc.
- ❖ Worked on projects related to lending, mortgages & collections etc.
- ❖ Worked on projects related to investment banking for fixed income, wealth management, equities, stocks, bonds, derivatives, financial statement analysis, capital market, reports etc.
- ❖ Worked on projects related to retail banking, payments, transactions, cards, loans, etc.
- ❖ Assisting the Product owner in gathering information from techno functional perspective. Suggesting new approaches in solving the existing business problem and improvements to the business processes.
- ❖ Follow complete Agile practices for each sprint right including daily stand up, scrum calls, maintaining backlog, creating user stories, conducting refinement sessions and retrospective meetings.
- ❖ Analyzing the existing legacy system and giving inputs to technical team
- ❖ Bridging the gap between onshore and offshore model and conducting internal training to the offshore team.
- ❖ Perform Functional testing and giving sign off for production release.
- ❖ Extracting functional flows from existing technical design and creating a functional design document.
- ❖ Having good exposure on working with API's for technical analysis and testing
- ❖ Develop propositions and go-to-market strategies for innovative ideas
- ❖ Manage all bids that are being responded by team
- ❖ Work with different delivery teams and COE's for new propositions
- ❖ Expert in program management and Stakeholder management

Senior Business Analyst/Product Owner (HCL) – Customer – Barclays Bank

Project #2: Barclays Bank

Duration: 06/2018 – 1/2020

Company Name: HCL Technologies

Role: Senior BA/Product Owner

Domain: Investment Banking

Project Name: Core Banking Enhancement

Project synopsis:

The objective of the project is to enhance the Process Re-engineering and do the digital Transformation initiative and enhancement of core banking application.

Role synopsis

- ❖ Experience in conducting requirement gathering with stakeholders, Document the Business Requirement Documents (BRD) & Software Requirement specification (SRS)
- ❖ Experience in adding new functionalities.
- ❖ Good exposure in digital banking.
- ❖ Experience in working as Business Analyst in Agile methodology.
- ❖ Good exposure on Open Banking & Agent Banking models and process.
- ❖ Experience in working with different teams Core Banking, Middle ware & Back end.
- ❖ Experience in working with multiple integration projects of various utility's & services.
- ❖ Worked on projects related to payments for international, Domestic, standard payments.
- ❖ Worked on projects related to investment banking for fixed income, wealth management, equities, stocks, bonds, and derivatives, financial statement analysis, capital market, reports.
- ❖ Worked on projects related to retail banking, payments, transactions, cards, loans, etc.
- ❖ Experience in showcasing the prototype demo to stakeholders, Review the SRS and get the sign offs for the feature in the Requirement phase or in Wave 2 of Funnel.
- ❖ Create / Draw Wire frames, Workflows, Design documents & Creation of User stories basis on each Broken Features / Epics.
- ❖ Conduct Daily Scrum Meetings - analyzing Individuals Involvement & Commitments.
- ❖ Involved in reviewing the Test Scripts, Scenarios being created by the Testing team. In case, any queries the same being addressed or clarified.
- ❖ Requirement discussions / Clarifications are being recorded in Bug Zilla on each phase.

- ❖ Document repository used here are SVN as well as Confluence.
- ❖ Experience in showcasing or conducting the user training on the application to the stakeholder's / Business users & IT consultants.
- ❖ Involved in System Integration Testing (SIT), Participated in User Acceptance Testing (UAT) with Stake holders & Gets the UAT Sign offs.

Senior Business Analyst/product owner (HCL) – Customer – Commonwealth Bank of Australia

Project #3: CBA

Duration: 01/2017 – 06/2018

Company Name: HCL Technologies

Role: Senior BA/Scrum Master

Domain: Commercial Banking

Project Name: C3PO, Oracle Wallet

Project synopsis:

The objective of the project is to enhance the features on bank's Commercial Banking Application (CommBiz) especially in the areas of Maintenance Request Digitization, Compliance Requirements related projects.

Role Synopsis:

- ❖ Exploring the product functionalities and creating of process flow diagrams.
- ❖ Deriving the functional flow from existing technical flow in order to implement Oracle wallet and to perform the testing.
- ❖ Worked on projects related to payments for international, Domestic, standard, SWIFT, CHAPS,.
- ❖ Worked on projects related to lending, mortgages & collections etc.
- ❖ Worked on projects related to investment banking for fixed income, wealth management, equities, stocks, bonds, and derivatives, financial statement analysis, capital market, reports.
- ❖ Worked on projects related to retail banking, payments, transactions, cards, loans, etc.
- ❖ Develop propositions and go-to-market strategies for innovative ideas
- ❖ Manage all bids that are being responded by team
- ❖ Work with different delivery teams and COE's for new propositions
- ❖ Expert in program management and Stakeholder management
- ❖ Review the solution constructs, pricing model, commercials for every bid
- ❖ Develop propositions and go-to-market strategies for innovative ideas
- ❖ Assisting the Product owner in gathering information from techno functional perspective. Suggesting new approaches in solving the existing business problem and improvements to the business processes.
- ❖ Follow complete Agile practices for each sprint right including daily stand up, scrum calls, maintaining backlog, creating user stories, conducting refinement sessions and retrospective meetings.
- ❖ Analyzing the existing legacy system and giving inputs to technical team
- ❖ Bridging the gap between onshore and offshore model and conducting internal training to the offshore team.
- ❖ Perform Functional testing and giving sign off for production release.
- ❖ Extracting functional flows from existing technical design and creating a functional design document.
- ❖ Having good exposure on working with API's for technical analysis and testing

Business Analyst/product owner (HCL) – Customer – JCI /TYCO

Project #4: JCI/Tyco

Duration: 05/2016 – 01/2017

Company Name: HCL Technologies

Role: Business Analyst/Scrum Master

Domain: Supply chain/ Manufacturing

Project Name: Logility, DP, IP, RP

Project synopsis:

Tyco International is composed of two major business segments: Security Solutions and Fire Protection. It has wide IT Portfolio with different technologies. **Logility** is one of the Key legacy applications an integrated range of software modules designed to meet the needs of business in a wide variety of markets. The modules are grouped into Accounting, Distribution, Contracting and Time Management systems.

Logility – Forecasting, Demand & Replenishment planning tool, database system is SQL.

TMS – Transport Management System which transport the sales orders

Sedona Office – Financial transactions of customers maintained through Accounts Receivables Module

Role Synopsis:

- ❖ Managed Cross function teams BI/Safety net/Micro strategy/Crystal report/Info View.
- ❖ Handling Techno-Functional SCM application –Logility
- ❖ Assisting the Product owner in gathering information from techno functional perspective.
- ❖ Suggesting new approaches in solving the existing business problem and improvements to the business processes.
- ❖ Understanding the customer requirements, Functional requirements, working with development team, doing demo, UAT and go live support.
- ❖ Follow complete Agile practices for each sprint right including daily stand up, scrum calls, maintaining backlog, creating user stories, conducting refinement sessions and retrospective meetings
- ❖ Provided complete KT and handed over the Project to Application Support team from LTI.
- ❖ Handling the Supply Demand Planning-Inventory Planning-Replenishment Planning Applications
- ❖ Managed Cross function teams Logility/BI/Safety net/Micro strategy/Crystal report/Info View.
- ❖ Documented applications' run book providing reference material to application support team in future.
- ❖ Created value add in logility worth \$27000
- ❖ Analysis and supporting in fixing the Business/Production Issues based on the Impacts of the issues and Business requirements.
- ❖ Process run support & application monitoring; Server migration support, Storage volume upgrade support.
- ❖ Enhancing the application to as per the Business need and suggesting for value Creation ideas to the existing application, such that the application will be more efficient to the Business User.
- ❖ Providing high-end technical and functional support on application and ensuring high end-user satisfaction levels through prompt solution of their problems.

**Business Analyst/
Functional
consultant
(Robert Bosch) –
Customer –Robert
Bosch**

Project #5: Robert Bosch

Duration: 04/2015 – 05/2016

Company Name: Robert Bosch

Role: BA/Functional Consultant

Domain: Supply chain/ Manufacturing

Project Name: DP, IP, RP, SAP MM, SD

Role Synopsis:

- ❖ Managed the sales logistics operations (inclusive of getting orders, coordinating with customer and collaborating with Planning Team for FG, invoicing and dispatch operations)
- ❖ Managed Customers like FORD, Mahindra & Mahindra etc.
- ❖ Exploring the product functionalities.
- ❖ Deriving the functional flow from existing technical flow in order to implement SAP MM, SAP PP module.
- ❖ Assisting the Product owner in gathering information from techno functional perspective.
- ❖ Suggesting new approaches in solving the existing business problem and improvements to the business processes.

- ❖ Handled the analyst role for all applications development, enhancements.
- ❖ Understanding the customer requirements, Functional requirements, working with development team, doing demo, UAT and go live support.
- ❖ Follow complete Agile practices for each sprint right including daily stand up, scrum calls, maintaining backlog, creating user stories, conducting refinement sessions and retrospective meetings.
- ❖ Import and Domestic material planning as per business plan requirement
- ❖ Handled operations related to inventory management, procurement and sales logistics
- ❖ Material planning, Customer order fulfilment and inventory control
- ❖ Sending schedules to supplier via SAP and follow up for OTD, coordinated with freight forwarders to ensure delivery.
- ❖ Handled all the transaction in SAP ERP- MM, PP, SD for the plant
- ❖ Handled production support activity and application maintenance.
- ❖ Created DD & SOP Documentation and uploaded them in Knowledge Network.

**Business Analyst/
Functional
consultant(Bonfig
lioli Pvt ltd) –
Customer –
Bonfiglioli Pvt ltd**

Project #6: Bonfiglioli pvt ltd

Duration: 04/2012 – 04/2015

Company Name: Bonfiglioli

Role: BA/Techno-Functional Consultant

Domain: Supply chain/ Manufacturing

Project Name: DP, IP, RP, SAP MM, PP

Role Synopsis:

- ❖ Handled all the transaction in SAP ERP- MM, PP, SD for the plant
- ❖ Handled production support activity and application maintenance.
- ❖ Created DD & SOP Documentation and uploaded them in Knowledge Network.
- ❖ Spearheading entire gamut of sales logistics operations (inclusive of getting orders, coordinating with customer and collaborating with Planning Team for FG, invoicing and dispatch operations)
- ❖ Managed the Customers like SUZLON, VESTAS, GAMESA, JCB India etc.
- ❖ Trained the End Users in SAP Module like MM, PP, and SD.
- ❖ Exploring the product functionalities.
- ❖ Deriving the functional flow from existing technical flow in order to implement SAP MM, SAP PP module.
- ❖ Assisting the Product owner in gathering information from techno functional perspective.
- ❖ Suggesting new approaches in solving the existing business problem and improvements to the business processes.
- ❖ Handled the analyst role for salesforce applications development, enhancements.
- ❖ Understanding the customer requirements, Functional requirements, working with development team, doing demo, UAT and go live support.
- ❖ Follow complete Agile practices for each sprint right including daily stand up, scrum calls, maintaining backlog, creating user stories, conducting refinement sessions and retrospective meetings.
- ❖ Handled Production Support activity and Application maintenance.
- ❖ Entrusted with the responsibility of handling:
 - ❖ Assembly and production job order releases as well as confirmation and delivery process
 - ❖ Import and Domestic material planning as per business plan requirement
 - ❖ Production planning activities like machine load planning and execution
 - ❖ Handled operations related to inventory management, procurement and sales logistics
 - ❖ Material planning, Customer order fulfilment and inventory control
 - ❖ Sending schedules to supplier via SAP and follow up for OTD, coordinated with freight forwarders to ensure delivery.
 - ❖ New product development, warehouse management, inventory control and shop-floor activities
 - ❖ Single-handedly managing the preparation of following reports using SAP:
 - ❖ Material Master, Vendor Master, Bill of Material, PR and PO
 - ❖ On Time Delivery Report and submitting it to the management on monthly basis
 - ❖ Plan vs. Actual for daily assembly status

