**Srinivasan Karunagaran**

Reporting Specialist – Consultant

**CONTACT**

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**Address:** 101, Sai Residency,,

1A Cross, Vinayak Nagar,

Annasandrapalya,

HAL, Bengaluru

**SKILLS**

**DOMAIN**

**EDUCATION**

**BSc / Information Technology**

KSR Institute of Technology, Periyar University,

Best performer for Process Automation 2017

Best performer in COO Consultant role 2018

Best team award 2017

Best transition team award 2016

**RESUME OBJECTIVE**

Reporting Specialist – Consultant in Alstom Transport India Private Ltd with 9+ years of experience in Technical Consultant, Automation Specialist, Program Management and IT infra Operations with responsibilities including Finance, Risks & compliance, Quality, Performance and Training. Specializes in Automation with expertise in Data Analysis & Data Driven Strategies.

**EXPERIENCE**

**Reporting Specialist – Consultant**

**Alstom Transport India Private Ltd** *Dec 2019 to Till Date*

**QlikSense Developer & Analyst:**

* + Ability to offer end-to-end solutions starting from requirements gathering, design, development and publish of Dashboards.
	+ Developed ETL Scripts to resolve Circular Relationships, Synthetic Keys& Modeling Issues.
	+ Experienced in Qliksense visualization and storytelling skills
	+ Implemented security using Section Access to restrict unauthorized access in the dashboards depends upon user privileges.
	+ Implemented Set Analysis to provide the custom functionality in Qlik Applications.

**Reporting and Analysis**

* + Independently develop, analyze, manage and publish KPIs/Metrics to be used to measure the effectiveness and efficiency of the "in scope" ITSM processes
	+ Collaboration: Build and establish solid working relationships by providing timely, accurate and high quality information to peers, subordinates, upper management and/or customers. Builds and maintains a strong working knowledge of the business areas and builds strategic relationships
	+ SLM: Evaluate performance against SLA, Formulate Service Improvement Plan
	+ Produce activities and workflow documentation for Change, Incident and Problem Management
	+ Works with IT to generate views, reports and educate them on the service management applications
	+ Assist service owners in new initiatives or services, continual improvement of existing services, and retirement of older services
	+ Manage weekly and monthly Incident and Problem review meetings and provide data metrics to Leadership
	+ Manage multiple concurrent tasks and work stream
	+ Create, analyze, and report on metrics from **ServiceNow** to measure the usage, adoption, success, and development of the function

Technical Consultant

Automation Specialist

Chief Operations Consultant

Operations

Leadership

Banking

Investment Banking

Payroll processing

**ITIL, CICS, Qlik Sense, Sharepoint, ServiceNow Confluence & JIRA**

**AWARDS RECEIVED**

**Consultant Specialist - Automation Lead**

**HSBC Softwares India pvt Ltd from Aug 2010 to Aug 2019**

* + As an Automation lead introduced the new Robust tool Qlik Sense for Data and Business Analysis in COO Space to streamline the reporting process.
	+ Actively involved in all level transition(requirement gathering, Negotiation, Time line, Designing, Data Modeling and Development) to Automate the old method of data Analysis and Business Analysis in to New robust way.
	+ After the successful automation in to Qlik Sense tool, COO function work load has been reduced by 60% across globe. Which saved 3 FTE to the department.
	+ Also automated the ancient method of process tracking and completion of service request. Which saved 2 FTE Manual efforts to the team.
* **Risk and Compliance**
	+ Working closely with GBGFs and region risk co-ordinators to make sure all risks are tracked and remediation plans are in place.
	+ Helping risk owners on the risk frame work and escalate if required.
* **Resourcing:**
	+ Working with regional CIOs and GBGFs on their resourcing requirement. Analyze their requirement in line with budget and type of resource. Negotiating with CIOs and escalating with Higher Management if required
	+ Responsible for span of control across team.
	+ Finance dashboard to track project expenses including FTE, License and Infrastructure.
* **Scrum Master:**
	+ Implemented agile methodologies using scrum frame work throughout the COO space.
	+ Led all sprint planning, sprint reviews, sprint retrospectives and daily scrums with team.
	+ Served as the main point of contact to drive effective communication throughout all project phases.
* **IT Operations:**
	+ Outages & Incidents reports and Trend Analysis across the Business line.
	+ Managing metrics of role swap, risks, patching, ever greening etc.
	+ Actively involved in data driven decision and strategies
* **CICS Administrator**

**Worked on the Technical Part of zSeries Subsystem CICS**.

* + CICS region creation & administration
	+ Monitor CICS Jobs and troubleshooting CICS abends.
	+ CICS RDO & Utilities
	+ CICS WUI configuration.
	+ Extraction of transaction dumps for analysis
	+ CPSM Administration.
	+ Defining RDO's using CPSM
	+ Adding CICS region in CPSM.

**Tools Used:**

* + Omegamon
	+ Fault analyzer
	+ Cafc
	+ CA View
* **Product Management**

***Key Contributions***

* + Providing services in the form of administrative and co-ordination of
	multiple tasks.
	+ Monthly review of current metrics and comparison between current and previous month data.
	+ Co-ordinating with GPO’s for information, following up with regions and to collate the response.
	+ Reconciling of master repositories of Inventory
	+ Managing risk and compliance for the mainframe areas.
	+ Maintain product lifecycle dates.
	+ Responsible of keeping products ever green.
	+ Pro-active Co-ordination between regions and Engineering team on the Metrics reconciliation Project.
	+ Administrating the SharePoint for Global Middleware
	+ Creating and maintaining Memorandums &reports.
	+ Creating and maintaining Dashboards for Middleware team in team space

**Extramural Activities**

* + Part of Global HSBC Initiative of Healthiest Human System through Great Place to Work organisation.
	+ Contributed in HSBC Water Programme as part of enhancing the livelihood of nearby villages.
	+ Participated in external trainings like Accelerated Career Development, Executive Presence and Qlik Sense external hosted workshop.

**UBS Service Centre (India) Pvt. Ltd, Hyderabad***,* ***Lead Quality Specialist***

* + Creating & formatting Presentations using MS Power Point, MS Word and MS Excel for Investment Bankers (including Template creation).
	+ Interact with bankers to Solve Queries and Quality checking the jobs done
	by Associates.
	+ Taking care of the work flow co-ordination and MIS reports for daily & weekly reports
	+ Mentoring the new joiners on template and Process

**Technical Forte**

|  |  |  |  |
| --- | --- | --- | --- |
| Qlik Sense | Qlik View | JIRA | Confluence |
| Data Analysis | Data Driven Strategies | CICS Explorer | Fault Analyzer |
| Sharepoint Admin | MS Office Suite | zOS | CICS |

**Personal Profile**

Date of Birth : 04-06-1983

Gender : Male

Marital Status : Married

Nationality : Indian

Languages Known : English, Tamil, Hindi and Telugu

 Permanent Address : 18, Ponniamman Koil Street

 Tirupattur, Vellore District– 635601, Tamilnadu

**Avowal**

I hereby declare that all the details furnished above are true to the best of my knowledge

**Date: Yours Sincerely**

**Place:** Bangalore (Srinivasan K)