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Bangalore, India

Sushma Hanumaraj
Principal Business Analyst

SUMMARY

Highly driven individual with 9 years of IT industry experience in streamlining work procedures, standardizing processes and formulating cost effective GRC business solutions. An effective communicator with strong analytical skills and strong experience in working with multicultural teams.

KEY SKILLS

Analytical Thinking · GRC · Risk Management · Audits · GxP · Compliance · QMS · BCM · GDPR

CAPA · Complaints Management · Pharmaceuticals · CFR Part 11 · Deviations · Energy & Utilities · Agile

Integrations · Backlog Management · Design Support Concepts · Policy Document Management · Surveys

Issue Management · RBAM · Decision Making · Cyber Security Risk · Third Party Management

TECHNICAL SKILLS

PL/SQL · C++ · PYTHON · JAVASCRIPT · TABLEAU · MS Office · JIRA · MACROS · SPOTFIRE

EDUCATION

Bachelor of Engineering in Computer Science	Jun '08 - Jun '12
BNMIT	Bangalore

PROFESSIONAL EXPERIENCE

Principal Business Analyst	Oct '16 - Present
MetricStream	Bangalore

MetricStream is the global market leader in Governance, Risk, and Compliance (GRC) and Integrated Risk Management solutions, providing comprehensive solutions for Enterprise and Operational Risk, Regulatory Compliance, Internal Audit, IT and Cyber Risk and Third-Party Risk Management on one single integrated platform.

- Subject Matter Expert in following solutions **Quality Management System, Risk Management, Compliance Management, Document Management System, Audits , Regulatory Management , Third Party Management, Cyber Security Risk and Issue Management System.**
- Collaborated closely with customers to analyze , conceptualize and formulate solutions for business requirements through document analysis, interviews, workshops, and workflow analysis.
- Evaluate customer requirement and conclude on fit/gap areas for MetricStream product and facilitate work with business users to elaborate requirement details and assess proposed solutions.
- Translate stakeholder requirements into tangible deliverables such as user cases, user stories, workflow/process diagrams, data flow/data model diagrams , detailed business and functional/non-functional specifications.
- Extensively traveled to client locations for Requirement Workshops, Train the Trainer sessions and End User training.
- Liaise between business and technical personnel to ensure a mutual understanding of business requirements and solution.
- Conduct various levels of testing including functional, user acceptance, integration and performance to verify client's requirements are delivered.
- Have good experience in designing training course and related materials based on customer specifications. Expert in delivering site training programs on products for business users, application administrator and super users.
- Monitor deliverables and ensure timely completion of projects.
- Lead and review the development of User Acceptance criteria, Test Plans and Test Cases on time.
- Conduct UAT sessions and make sure the system/process enhancements meet users/stakeholder requirements.
- Oversee functional/user testing (User Acceptance Testing) and be accountable for user sign off on solutions.
- Good experience in working with Sales team for providing RFP responses.
- Staying up-to-date on the latest process and IT advancements to automate and modernize systems.
- Successfully executed large and complex solutions for following customers : **BAYER**(GERMANY) ,**PIMCO** (USA),**Stantec** (CANADA) ,**Brookfield** (CANADA) ,**Merck** (USA),**Pacific Gas and Electric Company** (USA).

Senior Member of Technical Staff

MetricStream

- Responsible for translating user stories, requirements and functional specifications into logical program designs, and software solutions in both Agile and Waterfall methodologies environment.
- Efficiently developed, configured, or modified enterprise application solutions and integration requirements using various programming languages
- Prepared High Level and Low Level Technical design documents for the solutions configured.
- Good knowledge on performance parameters and assessed application performance.
- Mentored and trained other team members on design techniques and coding standards.

RECOGNITION AND ACHIVEMENTS

- In 2014: Been awarded the Best Performer in Q3
- In 2017: Recognized for 5 years of Loyal and Dedicated Service at MetricStream
- In 2017: Received SPOT award for executing the project deliverables successfully
- In 2018: Received STAR Performer for supporting UAT sign off from the customer
- In 2019: Received SPOT award for executing the project deliverables successfully
- In 2019: Received award for exemplary performance as a Business Analyst
- In 2020: Received SPOT award for being successful in executing the project deliverables and for being one of the top contributor in Bug safari
- Received recognitions from customers for playing a prominent role in supporting their solutions right from inception to production deployment.
- Received appreciation from Clients for being an effective problem solver and using industry experience, ideas and thoughtful suggestions in narrowing down the gaps and issues.

PROFESSIONAL CERTIFICATIONS

- **GRCP, JUNE '21**
- **Oracle**
- **CFR Part 11**
- **ValGenesis**

PERSONAL SKILLS

- Excellent written and verbal communication skills
- Excellent analytical and problem-solving skills
- Good project management skills
- Effective time management
- Excellent collaboration skills
- Well organized presentations