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# Objective:

To be associated with a progressive Organization that gives me scope to share my knowledge and skills and to involve as part of team that will work dynamically to the growth of an organization.

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| **Professional Summary:** | | | |
| Employer | Designation | Start Date | End Date |
| VMware | Business Analyst | Feb'2017 | Till Date |
| O Oracle | Senior Analyst | Feb'2013 | Feb'2017 |

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| **Technical Proficiencies:** |
| **Customer Relationship Management:**   * Salesforce - Sales Cloud * Oracle - Big Machine CPQ * Oracle - E-Business Suite * Apttus -CLM * Siebel CRM   **Reports :**   * Tableau   **Database :**   * Oracle EBS   **Other Tools:**   * JIRA |

**Experience in Requirements Gathering** | **Design & Analysis | Testing | Change Management| Implementation Support| Defect Management | Process Improvements.**

**Profession Highlights**

## Roles & Responsibilities as Business Analyst

* Responsible for requirement gathering and other pre-project activities (e.g., high-level requirements, project scope and objectives), review impact of changes and gain alignment around proposed changes from multiple stakeholders.
* Collaborate with Business owners, architects, and IT Teams to ensure the system solutions meet the functional requirements.
* Worked on Agile delivery Model in Scrum setup of SDLC and ensure quality deliverables.
* Write user stories to provide input to developers to explore customizable solutions.
* Worked with business teams to understand and document technical requirements for projects, enhancements/ features.
* Work with various cross domain techno-functional teams to understand the overall architectural blueprint and align solutions to meet established standards.
* Identify pain points/gaps in process and suggest improvements, Focus on automation and standardization of systems and processes.
* Review Business (Process Flow), Systems (Use Cases) and Information Level, perform requirement review.
* Experience working in Process Re-engineering, Process Optimization and Process Standardization.
* Highlight any potential risks to Project Manager and seek inputs to resolve issues identified.
* Participate in post Go Live War room support and assist support teams in triaging the issues and work with IT on a deployment release plan.
* Support the business areas in understanding AS-IS process with pain points & challenges, system capabilities and how these can be maximized to deliver on objectives.
* Configure policies/process/workflows within the tool in line with the requirements of the customer.
* Prepare business/functional requirements document (BRD/FRD) for any enhancements or changes in business.
* Responsible to provide support to projects implementations starting from requirement gathering, functional requirement sign off with IT Teams, implementation reviews and business checks at CRP and perform Sandbox Testing.
* Responsible for Bug prioritization of all business impacting concerns and handling all the business sign offs for all the bug releases from quoting tool perspective.
* Manage all the change requests items for business in Quoting Tool which includes frequent stakeholder discussions of all the nice to have features in the Model N system.
* Brought in automatic tracking of business checks for all releases in Model N with test plan creation.
* Creation and distribution of Sales force reporting and dashboards to inhouse stakeholders for all the project and bug releases.
* Perform GAP analysis and recommend process improvement and tool enhancements.
* Architectural understanding of end to end salesforce platform.
* Ensuring the effective implementations of projects and its successful execution.
* Training the Internal users on all the changes and enhancements in the systems.

## Roles & Responsibilities as Senior Analyst:

* Understand business requirement and provide customized solutions using Oracle EBS.
* Execute planning activities for Oracle projects: definition of scope, effort and timeline.
* Undertake assessments and define the solution blueprint for various scenarios: implementation, upgrade, integration.
* Experience in working on Change Requests comprising of Requirements Definition, providing requirements walkthrough to development team and coordinating with Business requestors for testing.
* Design and deliver Oracle solutions and ensure these solutions are embedded into the client organization.
* Liaise with the development team (on-shore or off-shore) to communicate requirements and follow-up progress.
* Leading business owners to define process future state, Process Mapping, Customer Journey Definition and Brainstorming.
* Experience with a post-merger system integration process and third party delivered services
* Proposing a roadmap of specific focused projects/actions to achieve the desired future state by implementing the proposed changes keeping in view the process and system impacts.
* Participating in projects to map existing processes; lead the definition/documentation of to-be processes; define/document tool requirements, data changes, business rules, metrics and training to achieve “to be” process.
* Creating BRD’s per the business requirements and track deliverables and ensure on time delivery according to the project schedule.
* Manage the initiative and deliver in a fast-paced support environment, driving all issues to resolution with a strong focus on customer satisfaction, stakeholder management, on-time delivery, and efficient task execution.
* Worked with business and other functions as needed on process implementation, planning; UAT; training and metric gathering.
* Organize, execute, and collaborate for system integration, Participate in CRP, Sandbox Testing and Implementation Support.
* Analyze and understand business process for automation, document business and functional requirements.
* Partner with the IT Development team for enhancement of ERP systems.
* Experience in identifying Test Scenarios, Test Scripts, preparing Test Plans and Led UAT Testing.

**Certifications:**

* Google Certification on “The Fundamentals of Digital Marketing”
* Project Management Essential Certified by MSI
* ICSI | CNSS Certified Network Security Specialist
* Six Sigma Yellow Belt Professional

**Education Qualifications:**

* Completed Master’s in commerce from Karnataka State Open University 2011-2013
* Completed Bachelor of business management from Mysore University –2004-2007

# Personal Details:

**Nationality :** Indian

**Date of Birth :** 25th Feb 1987

**Marital Status :** Married

**Languages known :** English, Hindi, Kannada, Telugu, Tamil and Urdu

**Hobbies :** Watching Documentaries and Travelling

**Declaration:**

I hereby acknowledge that above mentioned information is correct,

# Date:

**Place:** Bangalore **Janardhan G**