

**Jameer. TM**

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**PROFESSIONAL ABRIDGMENT**

* A **Result Oriented Professional** with experience in Business Analysis, Functional Analysis, ERP Implementation, Change Management, Business Continuity Planning, Project Management, Quality Planning, Risk Management, Operational Analysis, Process Re-Engineering, Training, Audit & Compliance.

**Managerial Skills**

Leadership Ability

Multi-Site Management

Excellence in Analysis

Flexible and Adaptable

Problem Solving

Aptitude for Technology

Negotiation Skills

Decision Making

Ability to Synthesize

Training & Development

**Functional Skills**

Change Management

Quality Management

ISO Implementation

Risk Management

Process Enhancement

Resource Management

Testing/Auditing & Inspections

Process Re Engineering

* Domain Experience – Banking, e-Commerce, Retail, FMCG, Hospitality & Logistics
* Well versed with Industry/ technology trends; the distinction of instituting quality control techniques in compliance with global standards to achieve product excellence at lowest costs.
* Proven skills in handling Service delivery functions Initiatives and Implementation of key strategies for entire Operations.
* Excellent relationship management, analytical and negotiation skills with deftness in swiftly ramping up Projects & Operations.
* Expertise in handling the complete operations entailing planning, resource utilization, maintenance and inter-departmental coordination.

**PERSONAL VITAE**

Present Address : D-2, 3rd Floor,

Near Saket Metro Gate No. 1,

Saket

New Delhi - 110017

Marital Status : Married

Languages Known : English, Malayalam, Tamil, and Hindi

Nationality : Indian

**OBJECTIVE**

Expand leadership responsibilities, improve organizational ability to exceed corporate goals, and help honour all long-term commitments made to customers, stockholders, employees and the communities in which we live.

**CAREER SCAN**

* **ELEMENTS GLOBAL SERVICES** (Present company)

**Business Analyst**

With a well-coordinated team of IT professionals, EGS serves their customers worldwide regardless of their operation domain, geographical location, and organizational specifics. EGS addresses the IT needs of companies of all sizes, ranging from start-ups to large enterprises. We have shaped our tech knowledge through continuous hands-on experience in planning, managing, and carrying out complex enterprise application development, integration and support projects.

**Significant Highlights**:

* Responsible for the understanding and analysis of the business s strategic needs of clients.
* Drive workshops with the client for product consultation, issue resolution, business process and general knowledge transfer.
* Develops requirement specifications / user stories as per the levels of the standard templates.
* Support all project activities throughout the entire solution design lifecycle inclusive of system integration and user acceptance testing.
* Implement agile management ideals by facilitating exercises such as sprint planning and team leading stand-ups.
* Developed User Stories, Use case Documents, Business Requirement Document BRD and Functional Requirement Document FRD
* Conducting & managing weekly, and bi-weekly agile sprints with teams.
* Interacting with other Centre of Competence and teams, and providing solutions from a domain perspective
* Responsible for driving and challenging teams involved on their assumptions of how they will successfully implement their plans.
* Maintaining and enhancing the current available frameworks and accelerators
* Preparing impact and opportunity assessments regarding the cost/benefit of proposed projects
* Developing requirements documents: goal model, functional modelling, business process,
* Analysing applications, both pre-production and post-production
* Facilitates discussions to obtain approval on the requirements from all stakeholders.
* Acting as a liaison between the technology department and other business units
* Assisting in enforcement of project deadlines and schedules
* Aligning stakeholders on business requirements, system requirements, program functions and strategy
* Preparing use cases and formal requirements documentation
* Providing analysis and support for the project management, application development, and QA teams throughout the development lifecycle
* Having a good understanding of clients’ accounts, client database and business projects
* **ALRAIS HOLDINGS** (July 2012 – Jan 2018)

**Analyst**

From the modest beginning, the group has emerged as one of the most successful business houses. AlRais Group holds the exclusive distributorship for the following International brands across India, GCC, Egypt & Philippines.

* Exactus Enterprise Solutions
* IJet Aviation Services
* AlRais Enterprises LLC - Retail Chain/ Export/ Distribution
* Time Express Logistics Solutions (**Partnered with amazon.ae, aceuae.com, ikea.com, noon.com, sharafdg.com, ezajel.ae, tnt.com** for **E Commerce Operation**)
* Arabian Tea House Restaurant & Café
* Airotech Travel & Tourism

**Significant Highlights**:

* Provide effective and inspiring leadership by developing a broad and deep knowledge of all functions.
* Apply a change management process and tools to create a strategy to support adoption of the changes required by a project or initiative.
* Support the design, development, delivery, and management of communications.
* Conduct impact analyses assess change readiness and identify key stakeholders.
* Identification of potential risks for resistance as well as development of plans to intervene
* Set up disaster recovery practices and trial runs
* Oversee the development of the product as per the specifications
* Facilitate change and configuration management
* Monitor performance discover variances and propose necessary actions.
* Validate the functionality of the product according to the requirement specifications
* Prepare technical user manuals, system configuration documents and other technical reports
* Ensure IT resources follow best practices that protect them from natural disasters
* Identify opportunities for strategic improvement or mitigation of business interruption and other risks caused by business, regulatory, or industry-specific change initiatives
* Develop training materials.
* **HSBC Data Processing Centre** (June 2005 – July 2011)

**Assistant Manager – Process Specialist**

HSBC is one of the largest banking and financial services organisations in the world, with operations in 66 countries and territories. We aim to be where the growth is, enabling businesses to thrive and economies to prosper, and, ultimately, helping people to fulfil their hopes and realise their ambitions.

**Significant Highlights**:

* Train personnel in organizational or compliance procedures.
* Identify individual or transaction targets to direct intelligence collection.
* Performing a risk evaluation: Evaluating the company’s previous handling of risks, and comparing potential risks with criteria set out by the company such as costs and legal requirements
* Conducting policy and compliance audits, which will include liaising with internal and external auditors
* Gathering business and functional requirements
* Leading business and technical analysis sessions to support new development efforts to meet current and projected business needs
* Quickly understanding the business issues and data challenges of client’s organization and industry
* Providing expertise on the systems capabilities/limitations as it relates to business goals
* Driving the implementation of technology and process solutions from concept to completion
* Providing analysis and support for the project management, application development, and QA teams throughout the development lifecycle
* Analysing the customer database and assign to concern salespersons
* Having a good understanding of clients’ accounts, client database and business projects

**ACADEMIA**

* B.B.A (Bachelor of Business Administration)
* Pre-degree
* Secondary School Leaving Certificate

**PROFESSIONAL ENHANCEMENTS**

* Diploma In Computer Application
* **Certification** –
* Diploma in Six Sigma
* Diploma in Modern Project Management
* Diploma in Risk Management
* Diploma in Quality Management
* Diploma in Change Management
* **IT Skills** - Oracle ERP, SAP ERP & Cognos Reports