**Kanagavel C**

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**PROFESSIONAL SUMMARY:**

* IT professional with 12+ years of experience as Business Analyst and Product Owner.
* A versatile, analytical and hard-working software professional, able to collect and analyze information and quickly grasp complex technical issues, easily adaptable to new technologies and domains.
* A good team player with strong negotiation and problem solving skills
* Proven ability to manage and complete tasks to the highest standard, with a meticulous attention to detail and within agreed deadlines.

**SKILLS SUMMARY:**

Script Languages: PL/SQL

Operating system: Windows 9x/2000/XP, UNIX, LINUX

Databases: Oracle 12c

ERP & other Tools: Oracle Apps 11.0.3, 11i & R12, SCM & FINANCE, Oracle MFT (Managed File Transfer)

Defect Management Tools: Oracle Test Manager (OTM)

Change Management Tools: STAT, BMC Remedy Management

Cloud and other applications: Oracle Revenue Management and Billing (ORMB)

Agile & Other Tools: JIRA, Confluence

Certification: SAFe 5 Certified Product Owner/Product Manager

 SAFe for Teams 4

**WORK EXPERIENCE:**

**Legato Health Technologies LLP (An Anthem Company)** - January-2020 to till date

Customer Management – Enrollment and Billing (Scrum Team size - 9)

In Customer Management, Enrollment and Billing module manages existing customers and new customer creation upon enrollment for new insurance product and bill generation based on the plans customer opted. And manages payments from different payment methods & gateways and complete reconciliation.

**Designation/Role:** Lead Business Analyst/Product Owner

**Roles/Responsibilities:**

* Owning my team’s deliverables in end to end implementation of new features and enhancements.
* Requirement Analysis and refining requirements with business and technical teams.
* Facilitating meetings with Business and Stakeholders to ensure all are aligned with vision/scope of the project deliverables.
* Interacting and communicating with Business, Stakeholders, and cross functional teams for ensuring SLA.
* Defining user stories, prioritizing and maintaining healthy team backlog.
* Grooming the user stories with team and update Acceptance Criteria.
* Scrum team’s Capacity planning for sprints.
* Sprint review and retrospective upon Sprint and PI completion.
* Providing System Demo to Business and Stakeholders on the new requirements/enhancements requested, and receive official sign off for Production release.
* Maximizing the value produced by the team and ensuring stories meet the user’s needs and comply with the Definition of Done.
* Following Agile – Scrum best practices to deliver business values.

**First American India Private Ltd.,** - October-2012 to January-2020

Enterprise Application Services Team (Team size - 19)

**Designation/Role:** Principal Consultant

**Roles/Responsibilities:**

* Supporting Business users effectively on issues they are encountering day to day.
* Researching recurring issues and providing RCA, also engaging Oracle Customer support wherever required by opening SR for critical issues.
* Worked on Oracle Cloud SaaS tool called ORMB. It was an Implementation Project and worked as Functional Consultant.
* Interacting with business users and providing solutions for new Requirements and Enhancements to existing functionalities on both SCM and FINANCE modules.
* Worked on Month End, Quarter End, Year End activities, and period closures for all modules and sharing Revenue Reports to Business and Stakeholders.
* Coordinating with Business users and helping them on UAT.
* Analyzing the requirements and creating MD50, Test plans, Migration documents.
* For new functionalities Implementation and enhancements creating necessary setups like value sets, key and descriptive flex fields, Concurrent programs, Menus, Functions and new User and Responsibilities creation as well.
* SPOC for Oracle EBS R12 Application in integration with Legacy systems (FAST, AgentNet, CLASS, etc) both Inbound and Outbound.
* Monitoring daily bank feeds from major banks like JPMC, Trust, Royal bank of Canada, etc. for reconciliation of statements in Oracle Applications. Incase of issues work with respective bank and get issue resolved.
* Played role of Oracle Test Manager Admin (Handling Defect Tracking and Functional support)
* Creating Test scripts and Running Regressing Testing scripts using OATS.
* Driving SCRUM Call on daily basis, and Weekly calls with Business users.
* Knowledge Transfer to new team members and mentoring team members on day to day tickets/issues and guiding towards resolution.
* Worked on Oracle Database upgrade project.
* Worked on COUPA Implementation Project and tested the whole application functionalities.
* Worked on R12 Upgrade GAP FIT analysis and supported business in smooth go-live.
* Worked on RICE components and form personalization, and workflows, BI Publisher.
* Worked On Oracle MFT (Managed File Transfer) Implementation and helped business in understanding the functionalities and usage.

**Extra-Curricular Activities:**

* Learned Hadoop Big Data.
* Attended outbound training on Team Integration and Business Concepts.
* Active member for conducting internal team engagements.

**Achievements:**

* Got appreciations and STAR performer from Business & management for my contributions in new integration projects.

**TATA CONSULTANCY SERVICES -** July 2008 - October 2012

Motorola Mobility NA ERP (Team Size-11) - July 2008 – September 2011

**Designation:** Systems Engineer.

**Role:** Production Support Analyst

**Roles/Responsibilities:**

* As role of Production Support Analyst, supported the application in troubleshooting the production issues and mentored other team members in resolving issues
* Worked on production issues and provided innovative solutions.
* Prepared the requirement document and given proposed solutions to fix issues to technical developer.
* Conducted training for users and new joiners in team.
* Interacting with business users for any new CRs/requirements.
* Analyzing and fixing the issues reporting by the customers as much as possible and able to meet response and resolution SLA without any misses.
* Worked dedicatedly for smooth month /quarter/year end close process.
* Strictly adhered to the escalation and notification process.
* Extensively worked on priority production issues with Oracle Support.
* Prepared documents for Business process, and new functionalities, and SOP for fixed issues and Knowledge Transition.
* Analyzed the feasibility of technically implementing the requirements in system considering the technical limitations and overall system performance
* Implemented Oracle Apps EBS user interface customizations, business validations
* Maintained good relationship with end customers and business and communicated effectively on oracle apps concepts where ever needed.
* Prepared Unit Test plans for L3 releases.
* Maintained and monitored the stability of the production application.
* Worked in change management. Created CR and managed until changes go-live.

CISCO Systems - OM (Team Size-14) - October 2011 – October 2012

**Designation:** Systems Engineer.

**Role:** Senior Production Support Analyst

Played a role of Production Support Analyst, as well as in above said ‘Motorola’ Project.

**EDUCATION QUALIFICATIONS:**

* B.E., Computer Science and Engineering, Anna University - Chennai, India – 2007
* Diploma in Computer Technology, State Board of Technical Education – TamilNadu, India - 2004

**PERSONAL DETAILS:**

**Name:** Kanagavel Chandrasekaran

**Marital Status:** Married

**Date of Birth:** 27-Jun-1986

**Passport:** Valid till: 27-SEP-2027

**VISA:** US Business VISA(B1/B2) Valid till: 09-JAN-2027

**Hobbies:** Bike Rides – Moto Vlogging, Listening Music, Cooking.