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| Santosh Kumar Menon  Business Analyst     |  | | --- | | **Contact** |     Address  Chennai, Tamil Nadu, 600023  Phone  918778549924  E-mail  vellatsantoshkumar@gmail.com     |  | | --- | | **Skills** |     Data analysis    Very Good  Business process mapping    Good  Microsoft Office Suite    Excellent  Variance Analysis    Very Good  Cost Benefit Analysis    Very Good  SQL and databases    Very Good  Workflow Analysis    Very Good  Tableau    Good  Jira and Confluence    Very Good  User Acceptance Testing    Very Good  UML Diagrams    Very Good  Data Modelling    Very Good  Manual Testing    Very Good  Quality assurance    Very Good  Test case scenarios    Very Good  Negotiation and Conflict Management    Very Good  Microsoft Visio, Balsamic    Very Good  Trello    Very Good | Industrious Business Analyst with **successful history developing Business intelligence** to improve business **operational planning and implementation.** Reliable **quantitative analyst** with accuracy in comprehension of **company metrics**. Expert on **business and systems requirements, user acceptance testing and end-user training**.     |  | | --- | | **Work History** |      |  |  |  |  | | --- | --- | --- | --- | |  | 2018-07 - 2020-04 |  | **Senior Business Analyst**  *Builder's and Tradesmen Insurance Services , Sacramento, California*   * Executed **analysis of risks** and identified risk **mitigation strategies**. * Managed team performance by implementing **measurable metrics to track delivery** of supporting requirement artifacts. * Collaborated with internal business partners to implement commission arrangements. * Created new analytical systems to boost vital **business metrics visibility**. * Interacted **with internal customers** to understand business needs and **translate into requirements and project scope.** * **Reduced corporate expenses 15%** by streamlining incentive and demand processes across regions. * **Increased Gross Profit by $450,000** by addition of new carrier partners. |  |  |  |  |  | | --- | --- | --- | --- | |  | 2017-12 - 2018-06 |  | **Business Analyst**  *California Earthquake Authority, Sacramento, California*   * Conducted **interviews with key business users** to collect information on business processes and user requirements. * Analyzed key aspects of business to evaluate factors driving results and **summarized into presentations**. * Built library of models and reusable knowledge-base assets to produce consistent and streamlined **business intelligence results**. * Performed competitor bench-marking analysis to identify savings opportunities and potential product enhancements. * Applied **honed problem-solving skills** to analyze and **resolve issues impacting business operations and goal achievement.** * Achieved **40% success in automation** by analyzing claim operations, data and system issues to identify discrepancies for troubleshooting and corrective action. |  |  |  |  |  | | --- | --- | --- | --- | |  | 2016-05 - 2017-11 |  | **Business Analyst**  *DineEquity, Los Angeles, California*   * Collected and analyzed business data, **produced weekly revenue and sales report a**nd implemented new **business plans and strategies to maximize profits.** * Reduced unnecessary business cost by optimizing business processes and **decreased gross expenses by 20%**. * Assessed **impact of current business processes on users** and stakeholders and evaluated **potential areas for improvement**. * Led cross-functional teams to analyze and understand enterprise-wide operational impacts and opportunities of technology changes. * Recognized as **best analyst of the year** for optimizing business process and building golden record with **98.86% accuracy**. |      |  | | --- | | **Education** |      |  |  |  |  | | --- | --- | --- | --- | |  | 2017-05 - 2019-05 |  | **Master of Science: Information Technology Management**  *Campbellsville University -* Louisville, Kentucky   * Coursework in Project Management, Team Management and Negotiation and Conflict Management |  |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | |  | 2011-08 - 2016-06 |  | **Master of Technology: Mechanical Engineering**  *Rochester Institute of Technology -* Rochester, New York | |

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