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|  Santosh Kumar MenonBusiness Analyst

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| **Contact** |

 Address Chennai, Tamil Nadu, 600023Phone 918778549924E-mail vellatsantoshkumar@gmail.com

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| **Skills** |

 Data analysisVery GoodBusiness process mappingGoodMicrosoft Office SuiteExcellentVariance AnalysisVery GoodCost Benefit AnalysisVery GoodSQL and databasesVery GoodWorkflow AnalysisVery GoodTableauGoodJira and ConfluenceVery GoodUser Acceptance TestingVery GoodUML DiagramsVery GoodData ModellingVery GoodManual TestingVery GoodQuality assuranceVery GoodTest case scenariosVery GoodNegotiation and Conflict ManagementVery GoodMicrosoft Visio, BalsamicVery GoodTrelloVery 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**.

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| **Work History** |

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|   | 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.
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|   | 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.
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|   | 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**.
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| **Education** |

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|   | 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
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|   | 2011-08 - 2016-06 |   | **Master of Technology: Mechanical Engineering***Rochester Institute of Technology -* Rochester, New York |

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