**ANTONETTE DSOUZA** *(Certified Business Analysis Professional – CBAP& Yellow Belt Certified)*

**Address:** No 866, 5thCross, Oil Mill Road, Lingarajpuram, Bangalore - 560084

**Contact No:**+91.9739006051 / **E-mail:**dsouza.antonette@gmail.com

**Senior Business Process Analyst *(Business Program Manager / Process Lead)***

**DOMAIN SKILLS:**

*Scrum/Agile Methodologies Project/ Program Management Business Process Excellence*

*Process Optimization Business Partner / Channel Management Requirement Gathering*

*Escalation Management Stakeholders Management SalesForce(Service/Sales Cloud)*

A Senior Business Process Analyst with **over 13 years** of extensive professional exposure in leading a gamut of strategic business operations across multiple markets and industries. Strong acumen in integrating between various business functions to understand their business in a manner that delivers value to the overall organizational growth. Track record of overseeing complete Projects/Programs with key focus on ensuring consistent improvement in business operations leading to revenue enhancements. Proficient in handling partner programs & processes and successfully resolving issues by identifying areas of process improvement; *ensuring compliance with SLAs and Quality parameters.* Adept at establishing robust business relationships with key clients, senior decision-makers & other stakeholders for revenue generation. An enterprising leader with strong process analysis, modeling analysis, problem identification & solving skills.

**Significant Career Highlights**

**@VMWare Software India Pvt. Ltd. (Bangalore, Karnataka):**

* Instrumental in leading & overseeing Partner Management Projects and implementing many optimizations within the partner Operations team thereby saving Operational hours
* Contributed significantly in developing sturdy business partnerships across the organization by aligning goals & driving focused direct and indirect results that delivers a tangible impact.
* Pivotal in performing UAT & Smoke Testing in automation of many manual processes and new projects
* Successful in ensuring smooth and timely completion of all projects well within the given SLAs & Quality guidelines; *consistently over-achieved agreed SLAs by the Management*
* Implemented optimizations within Partner Operations’ Team, thereby saving a lot of Operational hours
* *Adjudged as the “Top Performer” in 2014, 2015 & 2017 and as the “Most Valuable Performer” (2013)*
* Actively participated in Partner Exchange Events; *successfully transitioned new sub-processes*

**@Hewlett Packard (Bangalore, Karnataka):**

* Received monthly awards for consistent performance
* Recognized as the *“Top Performer”* in 2006 & 2007
* Essayed a key role in transitioning new sub-processes; *consistently achieved& exceeded the preset targets*

**Organizational Scan**

**Since Jun 2008 VMWare Software India Pvt. Ltd. (Bangalore, Karnataka)**

**Career Path:**

**Oct 2013 to Apr 2019 Senior Business Process Analyst**

Jun 2008 - Oct 2013 Senior Partner Operations Specialist

**KEY DELIVERABLES:**

**As Senior Business Process Analyst:**

* Ensuring end-to-end management & enhancement of Processes / Programs for partner operations’ team right from conceptualization till completion using Agile/Scrum Methodologies
* Implementing key business functions along with consistent improvement of business operations for revenue generation and overall business success
* Providing subject matter expertise and business requirements insights; *understanding business requirements for the improvements and prioritizing against other opportunities.*
* Leading Operations teams and proactively supporting team members in clarifying process related issues
* Developing launch plan and timelines necessary to implement projects globally
* Liaising and collaborating between Partner Programs, IT, Operations Team and 3rd Party Vendors
* Ensuring all processes are documented, maintained and adhered as per the company’s objectives / goals
* Creating process maps using Microsoft Visio and IBM Blue Works Live Tool
* Taking process improvement initiatives by identifying process gaps and coordinating with clients to formulate solutions for the same; *ensuring escalations are managed efficiently and effectively.*

**As Senior Partner Operations Specialist**

* Handled a range of activities including supporting world-wide partner operations, activating & progressing VMware partners, ensuring compliance and many more
* Ensured timely, accurate and detailed response to both internal & external customer inquiries
* Prepared& submitted program fee invoices & payments for program membership, process approval requests / agreements, updated partner training & certification data, etc.
* Monitored the Opportunity / Deal Registration Process, created payment requests for partners, processed claims of market development funds and validated new customer accounts
* Managed partner programs & processes and efficiently resolved issues / escalations, if any

**Jun 2005 - Apr 2008 Hewlett Packard (Bangalore, Karnataka)** **Senior Financial Assistant**

**KEY DELIVERABLES:**

* Functioned as the Subject Matter Expert for key processes like the Rebate Calculation Process
* Processed Orders and Financial Claims for European customers
* Responsible for report generation for Financial Claims Metrics; *prepared following:*
* *Activity Based Costing Analysis (ABC Analysis) on Monthly basis*
* *Process Map for Management using Microsoft Visio*
* *Daily volume reports and TAT Reports*
* Conducted periodic audits on the sales data sent by HP Partners
* Carried out documentation review on a quarterly basis

**Professional Trainings & Certifications**

**Trainings:**

* *Lean q SIX SIGMA – Quality GREEN BELT Training*
* *Process Mapping*
* *Effective Business Communication*
* *Change Management*
* *Creating High Impact Presentation*
* *Project Management Fundamentals*
* *Targeted Development Program for High Performers, Shiksha & VMWare, 2015*

**Certifications:**

* *Certified Business Analysis Professional (CBAP), SimpiLearn, 2019*
* *Certified Scrum Product Owner, Scrum Alliance, 2018*
* *Yellow Belt Certification, VMWare, 2018*

**Academic Credentials**

**B.Sc. (Mathematics)** St. Aloysius College (Mangalore, Karnataka) March, 2005

**Intermediate** St. Aloysius College (Mangalore, Karnataka) March, 2002

**High School** St Gerosa High School (Mangalore, Karnataka) March, 2000

**IT Skills**

* *Microsoft Office (Excel / PowerPoint)*
* *IBM Blueworks Live*
* *Microsoft Visio*
* *Microsoft teams*
* *Salesforce CRM*
* *Oracle EBS*

**Personal Dossier**

Date of Birth 22ndJune, 1984

Languages Known English, Hindi, Konkani & Kannada

References Available on request