SHYAM S

MBA (Operations and Systems) | B. TECH (Computer Science)
Business Analyst/Consultant, HCL Technologies. 5yrs exp.
Email: shyamsnair20@gmail.com, **Phone:** +91 9633536339

Summary:

- Experience in Business Consulting, Project Management, SFDC Business Analyst.
- In the **top 25%** of the MBA outgoing (2-year full time) batch of 2017 at Christ University.
- Currently engaged as **Business Analyst/Consultant** for USA based Lifesciences Client.

In search of a challenging and decision-making role with a well reputed and people-oriented organization that provides a promising career trajectory.

Educational Qualification:

Degree	Institute	% / CGPA	YEAR
MBA	Christ University (Lean Operations & Systems)	6.54	2015-17
B. Tech (CSE)	Matha College Of Technology	63.87%	2009-13
Plus Two	Don Bosco H S S, Thrissur	75.5%	2009
SSLC	Vidhyadhi Raja H S S, Ernakulam	85%	2007

- **Green belt** certifications in **Six Sigma** and **Lean Technique** by **KPMG.**

Technical Expertise

- Well conversant and equipped in technical languages such as C, C++, Java and **SQL**.
- In depth knowledge on handling structured data along with managing **Relational Database Management Systems** along with data updating, manipulation and definition.
- Data mining and predictive analytics through **R programming** modules.
- Predictive data modelling, viz. Correlation analysis, Regression, Market Basket analysis etc.
- Hands on experience on **IDEs** like Eclipse, .Net etc.
- Familiar with implementation of various six sigma sub methodologies, **DMAIC** and **DMADV** along with other quality management tools leading to improved efficiency, throughput and cost effectiveness.
- Well versed in Microsoft Excel, Power Point and other MS Office tools.

Professional Experience:

Business Analyst/Consultant | HCL Technologies, July 2017 – Present

- Functioned as liaison between the business line, operations, and the technical areas throughout the project cycle.
- Gathering, simplifying and verifying the project requirements and providing solution in Agile Scrum methodology.
- Conducting whiteboard sessions with business and preparing wireframe, Visio, User stories etc.
- Designing the application using Salesforce Admin knowledge.
- Customized various Salesforce.com Standard Objects Leads, Account, Contact, Opportunity, Activities and custom objects.
- Reviewed System Test Plans, generating new ideas and worked with business stakeholders to validate and execute the test scripts.
- Writing UAT test scenarios, functional test scripts, performing Demo and UAT to business, release notes.
- Performed in-depth Gap analysis and As-Is, To-Be analysis for the new project. Communication with several departments of the organization, business, top management, coordinating with developers.
- Creation of BRD(Business Requirements Document), FRD(Functional Requirement Document), Use Case specification document, User stories.
- Creation of different UML – Activity diagrams, Use case diagrams etc.
- Collaborated on all stages of systems development lifecycle, from requirements gathering to production releases.

Business Process Executive | Millennium Infologic, June 2013 – May 2015

- Monitoring the work flow of Ordering, Billing, Transaction Teams and reducing customer issues.
- AP and AR related accounts Keying to Macola(ERP) Software,Credit Memo issue..
- Dealing with issues regarding and introducing Automation for present process.
- Contacting 100+ clients of Millennium Mat, USA through Phone and Email.
- Supporting Ordering and Billing teams to reduce the time of transactions.

Summer Internship (April - June 2016): INFLOW TECHNOLOGIES PVT. LTD, Bangalore

Project: Study of issues in Supply Chain Management at Inflow Technologies

- Performed in-depth analysis and process floor study and time study analysis on various processes and procedures followed so as to understand various quality concerns that may occur.
- Carried out both qualitative and quantitative analysis including implementation of various **lean** and **six sigma** methodologies to improve the processes and increase efficiency in operations.
- Performed **time study analysis** to understand the slacks and bottlenecks in the line thus arriving at an ideal shop floor design basis maximum output and efficiency.
- Identified and implemented various changes in the shop floor so as to enable higher output per minute using Line Balancing and other value driven concepts.
- Identified a potential cost saving of **~15 lacs a year** by linearization and investment in freight management leading to better utilization of resources and capital.

Achievements

- **HCL Achievers Award** 2018 &2019 (Top performing employee).
- **B Quiz winner** in National Fest Conducted by **National Institute of Construction Management, Goa**.
- **Best Management Team** in National Fest Conducted by **FISAT B School, Kochi.**
- Selected as POC for national level fest, Ushus 2016, conducted by Institute of Management, Christ University, to lead a team of more than 1k participants and hosting more than 100 colleges across India.
- Active member in Hospitality Team which involves in arranging corporate connect sessions for students of Lean Operations and Systems at Christ University.
- Part time volunteer in Karma Club – CSR wing of Institute of Management, Christ University.
- Committee member of Accommodation Team of Chrizillence Fest 2015 Institute of Management, Christ University.

Personal Information

- Date of Birth   : 27/02/1991
- Gender   : Male
- Language Known   : English, Malayalam, Hindi, Tamil
- Permanent Address : Geethanjali(H), South Vazhakulam.P. O, Ernakulam, Kerala.
- Marital Status   : Married

References

Furnish upon request.