

Athira P R

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Career Objective:

Seeking a challenging opportunity in an organization where my knowledge and experience can be shared and enriched. To think proactively, creatively and gather in teamwork which offers interpersonal growth and professional enhancement.

Professional Overview

Experienced Business Analyst (4+ Years) with a background in information technology and data management industry. Working in the Data Enablement support that offers data analysis and support for driving business operations solutions with knowledge in data visualization tools like eBI (Enterprise Business Intelligence) and Tableau. Also, supports the SAP and ERP-IB systems.

Familiar with SQL and MS Office tools for effective assessments of data. Acquired insights in Enterprise Support and Operations, Incident Management, Service Agreements and Quality Audits. Successfully delivered different continuous improvement projects to enhance the services. Collaboration with IT Development Teams and Stakeholders to understand the operational methods in depth and find the possibility of evolutions.

As a Technology graduate, I have skills and knowledge essential for delivering advanced analytical projects which can be supported by my IT and business experience gained during my period of experience.

Areas of Exposure

Business Analytics – BA – Access/Issue Management, Tableau, ERP IB and EIM data management

- Ensuring speedy resolution of eBI/Tableau queries & grievances received from users as to make sure the business needs are met without any delays.
- Administering new/modify access management to the users at all levels in eBI (Business Analytics tool) and Tableau.
- Resolving the issues faced by the users raised by means of the service now tickets.
- Educating the user on the eBI (Business Intelligence) and Tableau tool usage and its reporting functions
- Performing checks on the sales bookings and help providing the reports to business users.
- Parallely supporting Business Tools **Tableau, ERP IB and EIM** to make sure the data has integrated to reporting tools without any discrepancies.

Current Organizational Experience



Role: Business Analyst (Business Analytics Support (BA) – Bangalore

Duration: From Jan 2018 to till date

Being part of "Data Enablement Support", responsible for complete day to day operations, providing analytics services such as Provisioning access, Troubleshooting the issues raised by business users, providing the additional adhoc reports based on BA as well as Tableau, and other support tools to business users across worldwide.

Major Roles and Responsibilities:

- Responsible for smooth functioning of day-to-day operations by administering BA (eBI) and Tableau tool access to all users from all levels in sales operations/Finance/Global Support/Quote to Invoice - till Vice President level, upon collecting the business justifications and approvals.
- Parallely supporting the issues reported by business in **eBI, Tableau, ERP IB** and **EIM**.
- Promptly respond to questions, inquiries, and requests for information from business users.
- Work with Business Intelligence tools such as eBA and Tableau to develop reports and provide data to stakeholders.
- Conducting the initial root cause analysis for all the reporting and data issues arise or with the service tickets logged by users.
- Working directly with the BA users and eBI IT development team to understand the severity of the issues raised by users and reporting root causes to IT team for further investigation of critical BA issues faced by the users.
- Analyzing multiple data sets from different source systems (SAP/Oracle-ERP/EIM/Ascend/IBSSOT etc.) and check against reporting tools to find the overlap or gap between disparate sources.
- Create and leverage analytical approaches to perform analysis of domain specific source data to provide accurate statements and conclusions.
- Create and execute test plans including documenting results while working closely with Developers to resolve issues.
- Engages with leadership to understand needs, build prototypes, and refine requirements to provide accurate and useful strategic analysis.
- Summarize analysis by organizing findings into actionable conclusions and recommendations and communicates findings through verbal and written methods.
- Ensuring the communication is accurate, appropriate for the intended audiences and sent on time.

- Proactive data monitoring and issue fix in ERP-IB Tool.
- Administering proxy access to the users with the necessary approvals and business justifications from the higher levels /Geo leads confirmation.
- Responsible for DOD (Data on Demand) includes onetime reports and scheduled reports which are provided to the BA users upon taking proper justifications.
- Develops metrics that provide data for process management and indicators for future improvement opportunities
- Coordinating with the eBI (BA) IT team for latest updates or impacted issues raised by BA user.
- Coordinating with Geo Leads and Senior leadership to understand the eBI/Tableau issues and help to get those identified and support till resolution.
- Ensuring all the Process documents are created/updated on time.
- Working on Continuous Improvement projects for Process Optimization.
- Responsible for weekly WW forecast tracking, consolidation, reporting discrepancies.
- Perform AdHoc reporting for Sales and Sales Operations Management when required.
- Supporting Geo leads and Field Admins with the reporting needs when required.
- Managing and Co-ordinating the Business critical process – SAM management
- Responsible for Weekly and Monthly Audits to ensure the process quality.
- Updating the Exception access/permissions for Senior Leadership.

Experience Summary

Currently working as **Business Analyst** at **NetApp, Bangalore**

Worked as **Process Associate 2** at **Capgemini Technology Services India Limited. Bangalore**

Completed training on **Embedded C/C++ Programming on Linux** at **Vector India Institute Pvt Ltd., Jayanagar, Bangalore**

Worked as a **Technical Analyst** at **Gateway Institute & Recruitment Services Private Ltd. Kozhikode, Kerala**

Training and Worked as a **Redhat Administration** at **Spectrum Softtech Solutions Private. Ltd. Cochin, Kerala**

Qualifications

Degree/Pass out Year	Institute	University/Board/Percentage
B. Tech (Electronics and Communication Engineering) - (April 2014).	Vedavyasa Institute of Technology, Malappuram	Calicut University – CGPA 7 (70%)
12 th (March 2010)	GGVHSS, Feroke, Calicut	Kerala State Board Syllabus (86%)
10 th (March 2008)	GGVHSS, Feroke, Calicut	Kerala State Board Syllabus (95%)

Experience Profile – Key Projects

- NetApp India** **Jan 2018 - till date**
Role: Business Analyst

Responsibilities: Working on **Service Now** ticketing to support Enterprise business Intelligence tool and Tableau.
- Capgemini Technology Services India Limited** **May 2017 - Nov 2017**
Role: Process Associate 2
- Vector India Institute Pvt Ltd** **Dec 2016 - April 2017**
Role: Trainee - C/C++ Programming on Linux
- Gateway Institute & Recruitment Services Private Ltd** **Dec 2014- Apr 2016**
Role: Technical Analyst
- Spectrum Softtech Solutions Pvt. Ltd** **July 2014- Nov 2014**
Role: Trainee

Responsibilities:

- Working on **Service Now** ticketing to support Enterprise Business Intelligence tool and Tableau.
- Administration** and Access granting for the Business Intelligence tool for Enterprise Storage Business.
- Data standardization using Master Data Management tools.
- Assist new users to understand ad-hoc reporting abilities, dashboard creation and usage of interactive reporting and analytics
- Provide insight on the impacts of data requests (new/change/deletion etc.) from an end-to-end process perspective and a systems and data integrity perspective
- Develop test cases and data review for data migrations and system upgrades and patches
- Review and authorize master data maintenance request forms.
- Provide Service for reporting related queries and requirements
- Work closely with the business intelligence and tech team to define, automate, and validate the extraction of new metrics from various data sources for use in future analysis and reports

- Define and implement routine reports (weekly / monthly) of key performance metrics and action items and alerts
- Work closely with the assigned team, as well as with the business intelligence team to solve problems with a holistic approach, owning the analytical portion
- Checking and improving the quality of data sets prior to report generation
- Checking the quality and timeliness of reports generated by automated tools
- Developing reporting against set criteria to specific timescales
- Planning future improvements, suggesting IT solutions to business problems
- Setting up user Accounts, Permissions and Passwords

Interpersonal Skills

- Collaborating and working well together with others.
- Punctual and disciplined.
- Good listener.
- Creative Thinking.
- Tolerance and respect for team members.

Technical Skills

- Embedded C, C++, SQL
- **MS Office (Excel, PowerPoint, Outlook. Etc.)**
- **Microsoft Excel VBA and Macros for report generation.**
- **Administration of NetApp Business Intelligence for Enterprise Storage Business.**
- Networking Basics (CCNA Knowledge)
- SAP
- Redhat Administration.
- Operating Systems like Windows XP, Windows 7, Windows 8, Windows Server
- Linux : Redhat, Ubuntu
- Basic knowledge in MATLAB, VLSI Design lab, Stimulation
- Computer Networking, Software Engineering, Server Operating Systems-Windows Server, Linux- RHEL, SLES
- **Service Now Ticketing**

Hobbies and Interests

- Gardening, Drawing & Painting, Reading, Handicraft Making

Personal Details

Name	Athira P R
Nationality	Indian
Father's Name	Raghunath K P
Date of Birth	02/11/1992
Gender	Female
Marital Status	Married
Languages known	English, Malayalam, Tamil

Declaration

I hereby declare that the information given above is true to the best of my knowledge and belief.

Place: Bangalore

Your's sincerely

Athira