**Gavaskar Durairaj E-Mail**  **:** [**gavas\_csc@rediffmail.com**](mailto:gavas_csc@rediffmail.com)**; Mobile**  **: (+91) 9865940828, 9087062696**

**Address** **: Adambakkam, Chennai, India**

**Designation : Senior Business Analyst**

**Domain Preference: Shipping, Logistics and Supply Chain**

**PROFILE SUMMARY**

**9.9 years of cross-culture experience in leading and carrying out all phases of full SDLC lifecycle enterprise system Development from planning, analysing, designing, building and testing client/Server applications, to maintaining and modernizing legacy of applications.**

**Accomplished Information Technology Engineer offering 9.9 years of experience in IT, Shipping, Logistics, EDI and Finance for Oracle & .Net Application Support Systems, Functional Consulting, Technical Support, Release Management, Application and Server Maintenance, Project Implementation.**

**Enhance existing alerting and monitoring solutions in order to permanently improve the quality of production. Perform unit testing, Integration testing, Data base testing, System testing in order to ensure bug free production environment and for quality assurance.**

**Experience in Business analysis by involving in preparation of Business and Technical specs for process stopping issues by an immediate effect.**

**KEY SKILLS**

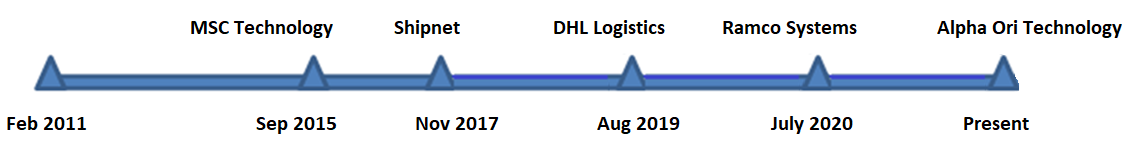
**1.Requirement Gathering 2.Preparation of Business and Technical Specs 3. Unit Testing, Integration Testing, System Testing**

**4.Root Cause Analysis Document Preparation 5. Customer Handling 6. Implementation experience**

**7.Team handling 8. Sound knowledge in Shipping & Logistics 9. Experience in Freight Forwarding**

**10. Knowledge in SQL & PL/SQL**

**WORK EXPERIENCE**



**Alpha Ori Technology, Chennai as Senior Business Analyst (July ’20 – current date)**

**Key Result Areas:**

* **Designed and created Requirement Specification for the ERP requirements for Synergy Maritime.**
* **Interacted with the users and resolved their application related issues.**
* **Co-ordinated meetings with the various teams, to resolve any user issues, and with Client regarding their requirements.**
* **Provided an update on the Client’s requirement on regular Basis.**
* **Writing Business specification documents for all Modifications.**
* **Built the knowledge repository by writing technical documents.**
* **Testing the program which has been developed for final release.**

**Ramco Systems, Chennai as Senior Business Analyst (Sep ’19 – July ’20)**

**Key Result Areas:**

* **Involved in all requirement gathering and impact analysis activities. Reviewing the Customer Requirements and Business Specifications, analysing the impacts and feasibility.**
* **Blue Print preparation for implementing Logistics ERP (Transport Management System).**
* **Coordinating across cross-functional groups for process definition/re-engineering and solutions mapping Analysis of customer requirements for Logistics industry relating to Integrated Materials management module and carried out change requests for customer based on specific requirements by blue printing of requirements based on existing functionality and explaining to the technical team on the functional specifications and analysing the gap on business requirements.**
* **Representing Ramco and giving customer presentations on the product enhancements.**
* **Initiating different approach towards defect analysis for bringing down the number of defects and strengthening the product.**
* **Clarified issues with developers during efforts to validate designs and functional specifications**
* **Training the new joiners by giving functional and technical knowledge related to the project**
* **Travelled to Mumbai to perform UAT implementation in client’s office on Supply Chain requirements build.**

**DHL Logistics PVT Ltd, Chennai as Team Lead (Nov ’17 – Aug ’19)**

**Key Result Areas:**

* **Designed and created Requirement Specification for the ERP requirements for Synergy Maritime.**
* **Interacted with the users and resolved their application related issues.**
* **Co-ordinated meetings with the various teams, to resolve any user issues, and with Client regarding their requirements.**
* **Involved in creation of Test Scenarios based on shared Business documents, Test**
* **Evidence document, Defects raising in HP ALM (HP QC).**
* **Involved in Interface testing of the local/global applications integrated with Cargo wise one.**
* **Guiding & Training the team members with functional knowledge of the developed system**
* **Involved in Client calls, Management Meetings, Triage Meetings and Daily Status Meeting. Preparing Defect report, Daily/Weekly/Monthly Status Reports**

**Accomplishments:**

**Onsite Implementation Experience (October 2018) – DHL Global Forwarding, Prague.**

**ShipNet Software Systems Pvt. Ltd, Chennai as Application Support Analyst (Sep ’15 – Nov ’17)**

**Key Result Areas:**

* **Involved in Root Cause Analysis and implemented root fixes through modification for the application YourISS & YourISS2 to specifically handle the Vessel Operational activities and Dream to handle the financial activities.**
* **Involved in re-designing the Master Data Management for the applications YourISS, YourISS2 and the financial application Dream.**
* **Supporting to the migration activities from YourISS to YourISS2 (The new application which is rolling out globally to improve the Business process).**
* **Providing training & clarifying the system functionality to the global users in 79 locations.**
* **Coordinating with Development Team and Product Management Group for Enhancing the System functionality and for PBT (Product Backlog Tracking).**
* **Handling L3 cases (Modification /New Request).**
* **Involving in release implementation for in UAT, DC & DR environments**
* **Knowledge on the Middleware BizTalk Interface.**
* **Responsible to run Periodical Dream Audit report for all the regions and send it to the users.**
* **Publishing periodic RCA (Root cause analysis) reports of closed incidents and doing permanent fixes.**
* **Keep users/customers updated about Level 3 incidents resolution plans by working closely with Product Management team and Development team through common product backlog tracker.**

**Accomplishments:**

**Handled client projects from locations: Middle East and Europe Regions**

**MSC Technology (Formerly called as iBox Technology Private Ltd), Chennai as Business Analyst (Feb ’11 – Sep ’15)**

**Key Result Areas:**

* **Designed and created Requirement Specification for the ERP requirements for MSC Agencies.**
* **Implemented changes in ERP system for enhancements for Europe Locations.**
* **Prepared Root Cause Analysis document for the application and implemented various root cause fixes for the application.**
* **Interacted with the users and resolved their application related issues.**
* **Co-ordinated meetings with the various teams, to resolve any user issues, and with Client regarding their requirements.**
* **Provided an update on the Client’s requirement on regular Basis.**
* **Writing technical specification for all Modifications.**
* **Built the knowledge repository by writing technical documents.**
* **Tested the program which has been developed for final release.**
* **Expert in understanding the process and providing swift business**
* **Customized Financial EDI, Customs regulation, Chamber of shipping implementation for MSC Israel.**
* **Doing on-site system study, training the super users as well as end users and implementing the product.**

**Accomplishments:**

**Handled client projects from locations: Turkey, Panama, Romania, Moldova, Sudan, Yemen, Greece, Israel and Georgia.**

**EDUCATION**

**MBA (IT) (Via Correspondence) from Mahatma Gandhi University, Meghalaya in Dec 2013 with 74.04%**

**B.E (Computer Science) from Anna University, Chennai in May 2010 with 70.00%**

**PROFESSIONAL CERTIFICATIONS**

* **Cargo Wise One (WTG) 🡪 CCO, CCS & CCP certified**
* **Certified International Forwarder (CIF),**
* **UI Path RPA certification.**

**PERSONAL DETAILS**

**Date of Birth: 04 September 1988**

**Marital Status: Married**

**Passport: Available (valid till 24/Jun/2028)**