

AVINASH K C

Sr. BUSINESS CONSULTANT



About me

Accomplished Sr. Business Consultant with a proven record of effective Business Analysis & Project Management.

- **Techno functional Consultant**
- **Effective communication skills**
- **Retail Domain expertise**

Contact

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37, 4th Cross, PNB Layout, Bangalore-62

Experience Highlights

- 6+ years of experience in **Application support & maintenance**
- 5+ years of experience as **Sr Business consultant.**
- 1+ years as **Product Support Manager**
- Working with 3 + Major customers of BY with 20 M USD revenue.

Experience

Sr Business Consultant
Jul 16 – Till Date

Blue Yonder, Inc. (previously JDA Software Ltd.)

Sr. Technical Consultant
Nov'14 – Jun'16
Blue Yonder, Inc. (previously JDA Software Ltd.)

I am a Business\IT consultant\Architect, with strengths in Business Analysis & Project Management, and a proven track record in both. Few roles, and responsibilities below

Market Analysis and research

- Established & maintained road map for application rollout based on customer feedback.
- Conducted Gap analysis and defined new features and process to be incorporated.

Requirement Gathering and Validation

- Led a team of 3 consultants to understand business requirements & translate them into detailed functional requirements
- Use case analysis, functional story boards, UI designs and Elicit the requirements, Analyze, and document functional requirements (user stories/ FRDs/ SRDs)

Business Analysis

- Analyzed Business portfolio, process workflows & business inefficiency and new opportunities
- Assisted the client to analyze current system behavior & evaluate the impact of proposed solutions.

Program Management

- Defined solutions & created specifications based on product capabilities & required functionality.
- Spearheaded the entire requirement management process from project kick off followed by drafting, reviewing & tracking project plan to ensure that missing deadlines or risks are identified. Responsible for managing the entire AGILE process.

Business Development & process Excellence

- Bagged 4 business proposals from SHELL customer resulting in 2M Euros of business.
- Documented 100 + user stories on the SHELL case management using JIRA and ALM tool. Updated project portal with documentation.

Cross Functional Coordination:

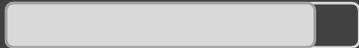
- Organized multiple sessions with SMEs & technical team to clarify & priorities requirements effectively.
- Liaised with testing team to ensure complete coverage of requirement & developed demo models of critical functionality.

Certification / Training

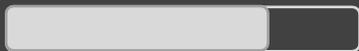
- ITIL
- Lean and Agile training from BY
- Design Thinking
- Project Management
- SaaS Customer Experience
- Retail Data Planning
- SaaS Consumption & Adoption

Skills

Business Analysis



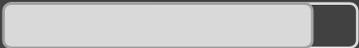
Team Management



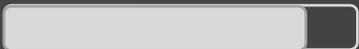
Program Management



Release Management



Process Excellence



Tools used

- SSMS (MS SQL)
- Salesforce / JIRA
- Internet Information Services
- MS Visual Studio
- MS Office

Languages

- English
- Kannada
- Hindi

Software Engineer

May'10 – Aug'13

iGATE solutions Ltd.(Capgemini)

Production support experience :

- Implemented Successful Customer go-live
- Defined strategies for improving Customer Satisfaction score and drove Quarterly Service review meetings
- Delivered solution workshops and cutover activities at client locations.
- Developed Knowledge base articles on complex RCAs and Service requests
- Certified in ITIL – Incident, Problem & Change Management
- Continuous improvement – Product, Service and Collaboration
- Provided 24/7 support on ESO product and Work force management systems
- Release management – Collaborated with development teams and customer on setting expectations on release dates and fixes

Education

2004 – 2009

U.G

B.E.: Information Science Engineering

65%, Dayananda Sagar College of Engineering.

2002 – 2004

P.U.C

Physics, Chemistry, Mathematics, Biology

66%, Govt Junior college, Chikkamagaluru.

Schooling

St. Joseph's Boys High School,

Chikkamagaluru, 78%.

Applications Supported

Domain: Retail

Exp.: 8 years

JDA Enterprise Store Operations System

(Inventory Management, POS management, Order Management, Financial Management)

Domain: WFM

Exp.: 3 years

Kronos workforce management

(Time and attendance, Labor levels, Activities)