

ANANDHI BALAJI

603 PINOT BLANC WAY, FREMONT, CA -94539 ♦ 925-577-7521 ♦ banandhi12@yahoo.com

Result-oriented professional with over a decade long expertise in business analysis, product development/support, quality assurance and project management. Strong technical know-how of Oracle enterprise application and associated business domain

Areas of Excellence

Project management	Product development	Requirements analysis
IT consulting	Business analysis	SDLC
Business testing	Oracle 11-12	
Quality Assurance	Jira	

Professional summary

- More than 10 years of experience (mostly in US) in Software Development in client server environment for business application areas with functional knowledge of Manufacturing, Purchasing, Inventory, Order Management and Finance areas
- Performed the role of IT Analyst that included requirements gathering, business analysis, quality testing, UAT coordination etc
- Provided IT consulting services as a support Analyst for the GRC applications at Oracle corporation (formerly Logical Apps) support team based in Irvine, CA
- Experienced with Oracle iprocurement and iexpense module configuration and support
- Skilled in planning and managing multiple tasks simultaneously

Academic qualification

Salesforce Certified Administrator ADM (201)

Trailblazer.me profile URL <https://trailblazer.me/id/jambujaya>

Scrum Master

Post Graduate Diploma (PGDCA) in Computer Science: National Institute of Information Technology, India

Business Accounting (B. Com): Madras University, India

Career history

HoPe, Atlanta

Sep 2020 – Till date

Salesforce Business Analyst /Admin

- Facilitated JAD sessions, Discovery sessions & Story mapping with Project's Stakeholders to identify User stories
- Prepared User Stories for various business scenarios to meet the acceptance criteria
- Conducted Gap and Risk analysis of the existing system and determined benefits of new business model
- Created Wireframes and Activity diagrams
- Create users and manage permissions and access
- Manage customization of standard objects like Lead, Account, Contact, and Campaign
- Import / Export data and test the app
- Build reports and dashboards as requested by business areas as needed
- Stay current with Salesforce releases and corresponding documentation and provide new functionalities and solutions as needed
- Identify 3rd party applications that can enhance our organization's efforts
- Create training materials and user documentation, and maintain ongoing documentation processes as business needs evolve or features are added
- Ability to manage time effectively, understand directions and work independently

Mindstix Software Labs, Fremont, CA

April 2018 -Dec 2018

Consultant

- Attended Daily Scrum, Sprint Planning, Sprint Review/Demo, Retrospective, and Release Planning
- As a Mobile Tester and QA Engineer, performed manual /functional testing across multiple browsers (IE, Firefox, Safari and Chrome) and mobile devices (Android, iOS)

- Work directly with business owners to define requirements (epics and user stories)
- Prepared User Stories for various business scenarios to meet the acceptance criteria
- Created and executed manual smoke, functional, regression, system, integration
- Responsible for writing test cases and test plans to ensure complete coverage of requirements
- Created scenarios and coordinated the User Acceptance testing (UAT) to ensure all business and functional requirements were met
- Identified, analyze, and document defects using Jira
- Participated in Change control meetings recommending appropriate action after analysis of changing requirements
- Involved in Production support activities and documented step by step corrective measures

NGO (Non-Profit)

Aug 2011 – Nov 2016

Project Management and Consulting, India

- Performed the role of management consultant to various NGO's. Worked on organizational of management consultant to various NGO's.
- Worked on organizational improvements, workforce productivity and reduced operational cost
- Documentation of the existing work
- Co-ordination with the clients to understand the business requirements of a specific situation and suggest remedies for the same
- Communication with users through frequent emails to keep the momentum going in the organization

Family Break

August 2007 – July 2011

LogicalApps (Oracle GRC), Irvine, CA

Mar 2007 – July 2007

Sr. Technical Engineer

- Played the Sr. Technical Engineer role for the Oracle GRC module
- Co-ordination with the Clients to create the business requirements, convert them into technical document for further development and testing
- Supporting customers with the user queries and providing solution for the same
- Ensured compliance and applied security updates when applicable and recommended appropriate measures in the event of violation
- Co-ordination with Oracle for technical issues and suggest the application of patches and handling bug issues by opening change request
- Created and terminated Oracle user accounts
- Participated in end user responsibility testing to ensure there are no access issues
- Generated regular audits of active users, active responsibilities/roles and unsuccessful/login attempts
- Managed system access control including user management granting/revocation access
- Conducted seminars/demos and educating clients about the existing product by providing business scenario

Western Digital Technologies, Lake Forest, CA

Sep 2002 – May 2005

Oracle Application Analyst

- The upgradation was done as per the waterfall SDLC methodology
- Implement support resolution/ enhancement by way of innovative solution either by using the Oracle ERP features or thinking outside the box
- Responsible for the Oracle ERP reimplementation from 10.7 to 11i
- Co-ordination with Oracle for technical issues and suggest the application of patches and handling bug issues by opening change request
- Perform enhancements in the area of Purchasing, MRP, Costing, Inventory, Order Management, Shipping and Finance. These included adding fields to the reports, making layout changes, creating new triggers, adding new parameters and defining Concurrent Programs through application developments
- Interacted with cross-functional teams to conduct Process and Data Flow analysis and derive requirements for existing system enhancements efforts
- Coordinated with the data integration team for mapping data for the ETL (Extract, transfer and load) process and wrote detailed specification for the ETL and Reports
- Assisted QA team in creation of test plans, test scenarios, test cases, bug tracking and managing Bug Lifecycle using Clarify

- Created UAT scenarios, UAT training material and conducted UAT testing
- Participated in Change control meetings recommending appropriate action after analysis of changing requirements
- Provided post implementation support for users from Far East, Europe as well as USA through training and documentation
- Set-up of Purchasing module for a new legal entity

Capgemini, Lake Forest, CA

Sep 2000 – Sep 2002

Sr. Consultant

- Provide consulting and development support during full SDLC including Analysis and design of application's specifications
- Identify and document user requirements
- Application development utilizing oracle development tools
- Performed SQL to extract data from multiple data source like MS Excel, SQL Server
- Performed QA testing for whatever I was building with Oracle tools/Reports
- Co-ordinated and prioritized outstanding defects and system request based on business requirements
- Involved in Production support activities, root cause analysis, analyzed and escalated issues and documented step by step corrective measures
- Created end user manuals, training manuals and user manuals for the project

EntechSolv Inc, Costa Mesa, CA

May 1999 – Aug 2000

Business requirement, Reporting

- Interact with the users and define business requirement for Reports and get their approval for the same.
- Develop reports for Order Purchasing, Receivables and Order Entry Module (examples like Open Purchase Order Report, Overdue Purchase Order Report, Un-invoiced Purchase Order Report, Invoice due report by customers, Consignment Orders Report, Consignment Delinquent Report, Cost and Finance Accounting Report for Sales Orders based on Item categories Report etc)
- Write DB triggers and Procedures using PL/SQL for populating the interface tables

Various companies in India

May 1996- Aug 1998

Unilever Inc.

MFG Pro*, Reporting

Responsible for delivering data in the form of reports in a user-friendly format from the system. Support activities included trouble-shooting efforts for users and fixing them.

Chakarvathy Associates.

Application Engineer

This job involved developing forms and reports from scratch. Also involved in the documentation process of all my projects.

IT Skills

• Operating Systems:	AIX, SCO Unix, Sequent/ Dynix, Windows, iOS, Android
• Databases:	Oracle, SQL Server, DB2, Access
• Front-End Technologies:	Oracle Forms, Oracle Reports
• Languages:	SQL, PL/SQL
• Project Management tools:	Jira
• Modelling tools:	Lucid chart
• Defect/Change Management Tool:	Jira, Clarify
ERP Applications:	Oracle E-Business Suite (PO, OM, Inventory, AP, Iprocurement, Sysadmin modules)

US Citizen