

Kiran B N

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**Business Analyst •Project Management •BPO Operations •Process Transition
•Team Management •Analytical Skills •Process Improvements •Reporting
•Process Documentation •Requirement Analysis •Application Demo •JIRA
•SDLC •Agile •Process Flow •UAT •Application Testing •Backlog Management
•Process Flow •RTM •Driving Development Team • Bugzilla • BOM**

Versatile multitasking individual looking for challenging assignment across the Industry

PROFILE

- **Seasoned Business Operations / Analyst Professional** with **12+Years** in diverse areas including process Transformation, Product Management, Business Analyst, Process Migration and Transition, Process Reengineering, Process Improvements, Customer Handling, Reporting and Documentation.
- **Proven record in managing various Processes, stakeholders & Customer** from **AMS, EMEA and APJ** in multiple time zones.
- **Excel in process excellence initiative** across diverse business processes, Preparing Process documents, Dashboard, Flow Chart, Defining SOW and KPI, CAPA, Risk assessment, tracking team performance, Quality Check, Matrix, RTM and making sure all the new process are documented and signed off on time.
- **Strong team-oriented Individual**, capable of working with members having distributed skill sets, utilization of resource as well as ensure skill upgrade, and mentoring of the team members as well as maintaining TAT, Quality, Productivity. **Awarded Multiple times As a Best Team Player.**
- Possess excellent communication, presentation, analytical, problem-solving skills, identify, investigate, analyze, define, and document business requirements
- Exposure to Domestic & International business culture thereby having the ability to work in highly diverse and demanding environment with people from varied background

Education:

Bachelor in Computer Science, 2005 Venkateshwara degree college, Bangalore University

PROFESSIONAL EXPERIENCE

Startup Venture:

Sep 2017 to Present

Established a Registered start-up firm Essar PG which cater to budget hospitality industry for around 100 + customer monthly, India sale Box which is into selling niche products on amazon platform or via drop shipping method sourced from China and local vendors and manufacturers and fast-food chain called Chintu Assal Kolhapuri and Tea macha established in Bangalore.

As this was new domain I had to adapt, conduct extensive market research, interact and convince local people, working on Ad campaign and had to take calculated risk which kept me occupied for 3+ years, now the Venture is established well and my wife is taking care of the entire business via dedicated trained staff my involvement is very limited/Nil, Due to which I am looking for opportunity to get back to IT Industry.

Aris Global, Mysore

Senior Business Analyst - Pharmacovigilance

Sep 2016 – Sep 2017

- Key member in Product Development team responsible to develop/enhance software application which tracks the adverse effects of drugs based on the severity of the issue which may arise due to consumption based on U.S FDA guidelines.
- Understanding the requirement from customer and product manager and documenting the same in JIRA.
- Ensuring user requirements are documents in simple and understandable way by using Visio and mockup so that development team can work on the required changes with minimum interaction.
- Constantly conducting Application testing to ensure they are been implemented as expected or raising bugs in Bugzilla and tracking the same for timely closure.
- Ensuring Release notes, RTM and Burn down charts is updated / created periodically shared.
- Conducting constant QC in JIRA to ensure team members Epic/Requirement/Back log are aligned as per the Priorities.
- Prioritizing Backlog into Product backlog or Release backlog based on the outcome from sprint meeting and updating the same in JIRA and getting the same approved and implemented.
- Ensuring Risk Assessment from is completed based on assessment conducted along with team members for each user requirement Draft.

Hewlett Packard Enterprise, Bangalore

Senior Business Analyst – Supply Chain, BOM Management Of complex and commercial server & Handling internal projects

Oct 2013 – Aug 2016

Business Analyst – Supply Chain & BOM Management of Small business servers

Apr 2011 – Oct 2013

- Part of Global Team responsible for Bill of Materials and ECO creation, Changes and Deletion of complex HP Server Product Line and Driving small and medium internal process improvement project by adapting to Waterfall model and handling Process reengineering projects.
- Work in close partnership with cross-functional teams to understand and execute engineering changes during new product introduction and managing changes based on the outcome of the meeting.
- Been a first point of contact in SAP DATA Migration project to migrate huge data across regional system to one centralized SAP system.
- Constant Interaction with Product engineer, external vendors and U.S stake holders to understand and implement and support NPI Products changes, Creation and obsolescence.
- Ensuring product documents and process work flows are updated and created periodically and ensuring adequate knowledge transfer happens between team members and Cross-functional teams.
- Work with Cross-functional teams to identify opportunities related to Reduction of TAT, Quality improvement and Man Hour reduction to implement solutions and also working with development team to develop related application and Training team members on new application and getting the same signed off.

HEWLETT PACKARD, Global Business Services (HP GBS), Bangalore

**Team Lead – BOM Management of PL30 Commercial Printers,
Handling Transition Process and Team management**

Apr 2009 – Apr 2011

**Subject Mater Expert– BOM Management of Desktop Printers,
& Document Creation, Matrix and QC**

Apr 2008 – Apr 2009

Senior Process Associate – BOM Management of Desktop Printers

Apr 2007 – Apr 2008

- Responsible for presentation of the performance for the entire team in weekly and monthly service delivery meetings describing process improvements and meeting of process SLA.
- Ensured regular communication with client's senior management for smooth daily operations.
- Involved in process documentation like the standard operational procedures and risk analysis.
- Regularly meeting with Team Members to discuss achievement of process goals and in strict adherence to quality requirement.
- Reviewing the performance of team on weekly & monthly basis to identify the area of improvement while conducting root cause analysis to identify performance improvement areas.
- Significantly contributed in various functional areas including training and transitions via presentations, online & offline knowledge management and documentations.
- Creating Process Flow, Preparing Presentation and PPT.
- Constantly conducting Root Cause Analysis for customer escalations and Internal QC errors maintaining and updating CAPA
- Responsible for presentation and creation of Production Reporting, KPI & Metrics to customers
- Ensuring all the transition Project knowledge transfer are completely done and creating process documents, work flows and defining SOW and getting the same signed off by the customer.

Key Projects:

- As a team Lead Managed On-site EMEA transition of 25+ Members of PDM and Procurement from Czech Republic, Prague, and Completed within 2 months.
- Leading Discussions with Clients for SLA, SOW and Process Documents Sign off within given time frame.
- Key Player in Complex GPG Project where we were responsible for Data Migration from Multiple systems to one centralized system ensuring quality and TAT.
- Key Player in Sunset Projects where we had to identify 3rd party application and tools and replace the same with home grown tools with help of development team which resulted in estimated cost saving of 2 million USD.

Key Achievements:

Outstanding Performer ★ outstanding team Lead award ★ best outstanding teamwork award ★ Extra Miller for Outstanding Contribution

- Accountable for managing portfolio of 6 Million USD, my key responsibility is to interact with clients via Call or Email with U.S Companies like Shell, Mitsubishi, Dupoint, Tronox etc. to ensure Invoice raised for the services rendered for cleaning of Chemical tanks are paid on time, if not paid communicating with the Customer and understanding there issue and resolving the same or any service issue getting the same resolved with the help of assigned sales representative working in U.S.
 - Calling the customer on daily bases and reminding them for on time payment.
 - Allocating Sales representative for any customer issues raised by the customer
 - Making sure cash application are preformed correctly.
 - Prepare, verify, and process invoices.
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