

Ganesh Balakavi

Business Analyst / ERP Analyst / E2E Test Lead

646-509-6628 | kaviganesh@yahoo.com | Orlando, FL

Professional Summary

Having 15 plus years of experience in Software Industry in various phases of Project Implementation from Requirements gathering, creating Business and functional design document, Configuration Setup, ERP Administration, Application support and E2E Testing.

- **Domain Experience:** Retail, Beverages, Hospitality and Media & Entertainment

Competencies:

- **Functional:** Analysis and Gathering requirement, creating, and maintaining Business and Functional documents, Process Improvements, Scrum, Agile, Project Management, Managing Teams and Client Relationships, Onshore-Offshore co-ordination, Sales Order and Supply chain management
 - **Technical:** Salesforce CRM, Azure cloud, DB2, MongoDB, Amazon Cloud, SQL/ Oracle. Oracle EnterpriseOne (JD Edwards), Web Services (SOAP, REST), Microsoft Visio, Microsoft Office 365 (Word, Excel, and Outlook), GIT, JavaScript, HTML5, , XML, JSON, API, Agile Development Methodology, Jira, Confluence, NewRelic, Splunk, Appdynamics, windows, Unix.
- Participate in business needs discussion with Developer / Solution Architect / Users and translate those business needs into requirements
 - Implement and deliver the projects using Agile Scrum delivery framework; ensure to document all the technical and functional requirements into backlogs in Version one / Jira; ensure to document all the use cases, detailed user stories, issues, and defects.
 - Creating, and maintaining Business (BRD's) and Functional (FRD's) documents
 - In Agile methodology involved in various meetings such as Release Planning, Sprint Planning, Sprint Review. Work with Product Owner to define and groom the product backlog throughout the entire project
 - Having good knowledge in Salesforce CPQ – Design and configure salesforce standard and custom objects including but not limited to: Standard and custom fields, Record Types, Page Layout, Approval Process, Validation rules, Bundle creation, Configure bundles (feature, options, option constraints, configuration attribute) and product rule, price rule, guided selling.
 - Having good functional knowledge in Oracle EnterpriseOne including General Ledger, Payables, Receivables, Fixed Assets, Procurement, Sales Order, and Inventory.
 - Good Knowledge with Azure admin and ERP Admin activities
 - Lead project teams of 3 – 20 offshore members and effectively manage project escalations, team expectations and workload challenges.
 - Conduct gap analysis between delivered functionality and client requirements and recommend solutions.
 - Provide support to Business users by resolving production issues
 - Design test cases and execute test scripts for integration testing and User Acceptance Testing (UAT)
 - Specifying Test scenarios for fulfilling business requirements and making necessary enhancements in Test Functionality.
 - Involved in all phases of Testing Unit Testing, Functional Testing, End-to-End Testing, Regression, Integration Testing and UAT Testing as well.
 - Having good API Testing knowledge using Postman & Swagger
 - Involve in defect triage meetings and Onsite-Offshore Coordination
 - Expertise in Data Analysis, Data Mapping and Data Conversion from existing legacy system
 - Conducted weekly Project Progress review meeting with key stakeholders to provide information to support status reporting and progress measurements
 - Create Splunk Apps and reports with security permission, Setup Splunk Dashboards and Alerts.

Certifications:



- Microsoft Certified Azure Administrator Associate
- Microsoft Certified Azure Architect Expert
- Scrum Fundamentals Certified
- Scrum Master Certified (SMC)

Education:

- Master of Business Administration, India

Work History:

- Capgemini America Inc from 2009
- Mahindra Satyam from 2005 to 2009
- Covansys India Pvt Ltd from 2004 to 2005
- Accel ICIM Systems and Services Ltd., from 2002 to 2004

Immigration Status: Permanent Resident (Green Card Holder)

Professional Experience (In Reverse Chronological Sequence)

Organization Name : Capgemini America Inc
Client Name : Coca Cola Company, USA
Project name : Application Development and Production Support
Project Duration : June 2022 to till date
Role : Senior Business Analyst

Responsibilities:

- Gathered user requirements and involved in application design discussions
- Creating, and maintaining Business (BRD's) and Functional (FRD's) documents
- Performed Gap Analysis of the As-Is and To-Be process to analyze and fill the existing gaps in the business processes.
- Worked in an agile based scrum model, managed, and coordinated with offshore team and got the user stories delivered to the client on time within the sprints.
- Worked with Project Managers and architects to make recommendations for efficient translation of business requirements to ensure that requirements can be met or suggest alternative approaches
- Performed Quality assurance by creating testing scenarios, conducting unit testing and regression testing
- Worked on sales cloud and service cloud with various salesforce.com objects like accounts, contacts, leads, campaigns, reports, and dashboards.
- Involved in data mapping and migration of data from legacy systems to salesforce.com objects and fields using tools like data loader, ring lead, and Jitterbit evaluated cast iron for migrating data within

the salesforce.com implemented SFDC integration using rest/ soap web service API's extensive experience creating roles, profiles, email services, and page layouts.

- Developed various custom workflows, formula fields, master-detail, lookup relationships, tabs, validation rules
- Introduced new SKUs in the system by working with NPI teams and helped IT to build and configure bundles, Product Options, Configuration Attributes and Configuration Rules.
- Responsible for translating new requirements of each release related to the functional area of CPQ
- Working on CPQ configuration changes such as price rules, approval rules (approval hierarchy setup, product rules and product configuration).
- Converted products to assets, an add-on to an existing contract, renew a deal and give the customers the best price of the client with special offers with CPQ.
- Worked on Salesforce CPQ pricing using list, cost/markup, percent total and, block
- Worked in an agile-based scrum model, managed, and coordinated with offshore team and got the user stories delivered to the client on time within the sprints.
- Team leads for successful implementation of Chart of Accounts, Capital, Project Accounting and Fixed Asset systems, including system build, data mapping, testing, and maintenance
- Design, document, and implement new processes and enhancements based on collaboration with end users and analysis of business requirements

Organization Name : Capgemini America Inc
Client Name : Disney, USA
Project name : Application Production Support
Project Duration : June 2018 to June 2022
Role : Senior Business Analyst

Responsibilities:

- Responsible for overseeing the quality procedures related to the project.
- Responsible for software-specific design and realization, as well as testing, deployment and release management, or technical and functional application management of client-specific package based.
- Responsible for operational and technical issues and translate technical blueprints into requirements and specifications.
- Responsible for integration testing and user acceptance testing.
- Acts as a stream lead, guiding team members.
- Initiates and maintains client relationships.
- Anticipates and identifies client issues and concerns and proposes advice as appropriate.
- Identify process improvement areas, implementing corrective action and analyzing enhancement opportunities
- Facilitate testing with Business, cross functional team, and integration team.
- Work with others in the team to finalize custom objects required to achieve the desired functionality.
- Work with the others in the team to develop technical specifications for the custom objects.
- Develop test strategy, test plan, and test cases for testing and custom functionality.
- Coordinated with QA team to validate existing test cases and to create new test cases based on modified design
- Coordinated and conducted application and regression testing in Test and QA environment to eliminate critical and high defects before moving to final testing phase in validation environment
- Coordinated with development team to report and track identified defects and to test fixed defects
- Conducted Demo session to stake holders and later to user group on retrofitted applications and redesigned business process
- Conducted End user training before Go-Live on retrofitted application on end-to-end business process related to Order management and Fulfillment process
- Preparing Technical specification documents for customization of various reports and applications on Order Management system and Inventory management.

- Coordinating with the business users and technology team for various application issues.
- Troubleshooting Production issues and providing resolutions accordingly.
- Tracking and analyzing of issues on daily basis reported in ticketing tool. Sending consolidated reports and daily updates.
- Responsible for Delivery, Schedule, and Quality
- Managed customer expectations, in regard to project scope
- Worked on Configuration documentation, user documentation, creation, and execution of test scripts.
- Gathering the Business Process requirements for all processes, configuring the system, preparation of the necessary documents.
- Worked in agile environment with a team which involves in Daily Stand-up calls, grooming sessions, demo sessions for every sprint, sprint planning etc.,
- Analyzing business requirements, technical gaps and design, coding, testing, and implementation of customizations within software environment.
- Participate in business needs discussion with Developer / Solution Architect / Users and translate those business needs into requirements
- Create and manage an enterprise-wide plan for business process documentation and review and leading a BPI team to implement that plan, leveraging industry best practices to ensure business processes are properly documented and kept current and relevant as the business evolves
- Educate stakeholders impacted by BPI to understand how their business operations really work, demonstrating which processes add value and identifying areas of waste and opportunities for improvement
- Responsible for forum meeting preparation and facilitation. This includes the monthly Quality meeting
- Maintains Continuous Improvement and Quality reporting and analysis - monthly, quarterly
- Constructs and maintains process flow diagrams to provide visual representation of
- Create Splunk Apps and reports with security permission
- Setup Splunk Reports, Dashboards and Alerts

Organization Name : Capgemini America Inc
Client Name : NBC Universal, USA
Project name : News Operations and Application Support
Project Duration : April 2010 to June 2018
Role : ERP Business Analyst

Responsibilities:

- Identify process improvement areas, implementing corrective action and analyzing enhancement opportunities
- Participate in business needs discussion with Developer / Solution Architect / Users and translate those business needs into requirements
- Responsible for forum meeting preparation and facilitation. This includes the monthly Quality meeting
- Gather and Document Business objectives and Requirements in Functional Design document
- Facilitate testing with Business, cross functional team and integration team.
- Work on Fit-Gap analysis, suggest ways to accommodate business requirements using standard oracle functionality as much as possible.
- Work with others in the team to finalize custom objects required to achieve the desired functionality.
- Work with the others in the team to develop technical specifications for the custom objects.
- Develop test strategy, test plan, and test cases for testing and custom functionality.
- Write Oracle database queries to analyze data when necessary.
- Review custom code and or log files to debug issues.
- Work on production support, enhancements, and implementation projects to support business operations.
- Provided training to offshore team on client business process.
- Coordinated with QA team to validate existing test cases and to create new test cases based on modified design

- Coordinated and conducted application and regression testing in Test and QA environment to eliminate critical and high defects before moving to final testing phase in validation environment
- Coordinated with development team to report and track identified defects and to test fixed defects
- Conducted Demo session to stake holders and later to user group on retrofitted applications and redesigned business process
- Conducted End user training before Go-Live on retrofitted Eg.1 application on end-to-end business process related to Order management and Fulfillment process
- Address business continuity plan for the SOA based application deployed in the client location.
- Align the Service operation support activities with ITIL based model.
- Preparing Technical specification documents for customization of various reports and applications on Order Management system and Inventory management.
- Coordinating with the business users and technology team for various application issues.
- Troubleshooting Production issues and providing resolutions accordingly.
- Tracking and analyzing of issues on daily basis reported in ticketing tool. Sending consolidated reports and daily updates
- Responsible for overseeing the quality procedures related to the project.
- Perform Package Builds and deployments, maintaining the security, user's roles creation.
- Creating channels sets, Roles for various stations, providing permissions to each channel.

Organization Name : Capgemini America, Inc
Client Name : Coca Cola Company, USA
Project name : Coke Support and Maintenance
Project Duration : March 2008 to April ,2010
Role : Application Consultant

Responsibilities:

- Provided support to analyze, identify and to resolve functional and technical issues in the areas of Sales order management, Inventory, Procurement, Pricing, Product Data Management, Shop floor management and material planning areas.
- Designed custom applications to meet unique business requirement in the area of Clinical trial Randomization
- Conducted weekly Project Progress review meeting with key stakeholders to provide information to support status reporting and progress measurements
- Conducted daily review meeting with development team to monitor daily progress and to implement control measures
- Conducted code review and unit testing to ensure application functioning as per design
- Coordinated and guided client project team to prepare Test plan during development phase and to conduct testing of developed application in test environment
- Presented Weekly Status Report to client leadership team to ensure seamless communication
- Developed corrective plan for applications failed in acceptance test and followed up till closure
- Organized End user training
- Design and Development
- Customization various batch applications and Interactive applications in different module
- Testing - unit testing & integration testing
- Package Builds, including web generation,
- Data Refresh from Production to All existing environments
- Maintaining the Security, Users & roles Creation
- Responsible for applying ESUs, ASUs, Updates,
- Created Task Views and maintain Task View Relationships
- Configured Printers and Job Queues, Manage Server Jobs, Setting up media object Queues
- Monitoring the user securities for every quarter for security audit