Pooja Yadav

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# Professional Synopsis

* **IT Professional with 3 years of experience in Business Process Management** providing expertise and solutions in the areas of Process Optimization, Process Performance Management and Improvement,Change Management and Process Quality Assurance.
* Experience in**Business Process Architecture Design, Analysis, Operationalizing, Integration and Governance.**
* Expertise in Software AG’s **ARIS Business Architect (versions 7.2, 9.7- Business Process Modelling Tool)** for Process Design Analysis and MIS Reporting.

# Professional Experience

## Jun’ 14 – Present (35 Months)

* **Tech Mahindra**, Mumbai *–*

Currently deployed at Client Location ***–* Reliance Industries Limited (**a Fortune 500 Indian Business Conglomerate), Mumbai as a **BPM Consultant** and **ARIS Expert**

**Responsibilities:**

* + Single point of Contact (SPOC) for Business Process Management, Process Architecture, ARIS Process Modelling and Process Analysis for various Business Functions of Reliance Industries Ltd.
  + Experience in **Business Transformation**, **Process Streamlining and Optimization**, **Fit-Gap Analysis, Change Management and Quality Assurance**.
  + **Process mapping and improvement** for interlinking of Processes, Systems, Data, Organization and Governance (PSDOG) elements, leveraging Global Best Practices, ensuring scalability and reusability (across Hydrocarbons, Telecom, Retail and Media business units).
  + Implement Value driven BPM with focus on **reusability, digitization/automation, integration, and continuous process improvement to attain target improvements.**
  + Implement Business Process Governance Framework endorsing BPM as a service and simplifying methodology and facilitate Controls through implementation of Three Lines of Defence.
  + Establish **Enterprise Architecture in ARIS**: Implementation of customized solutions on Business Architecture, integrating IT Architecture, System Architecture, ensuring completeness of Business Blueprint Documents of all business areas leveraging ARIS models and reports.
  + Creation of **one Process repository for all standardized Business Processes endorsing ARIS as Single source of truth** providing End to End visibility & readiness for Business Process Analysis.
  + Operational Activities Summary :
* Process Discovery Lead for IT, Group Manufacturing Services and HCM tracks in RIL.
* Worked as Process Designer to develop ARIS Models for different modules of Reliance

STAR Program Project, Jio (4G) & E-commerce, captured Process Requirements from SAP Consultants and Business stakeholders from Reliance.

* + - Provide training on Process standards, Walkthrough of Processes to new consultants, Users using **ARIS ASPIRE**and Conduct Quality Assurance Reviews.
    - Support Process Design Review (PDR) Sessions to facilitate **Change Management.**
    - Perform Gap Analysis and Identify Digitization/Automation opportunities in a process and **Design To Be Process models for predefined (As Is) processes.**
    - Map Policy requirements to Processes and Key Performance Indicators (KPIs)/ Process Performance Indicators (PPIs) to various levels of Process Architecture.
    - Design highly simplified and reusable **Business Process Architecture** using ARIS Process models in **ARIS Designer/ Architect** e.g. Event-Driven Process Chain Diagrams (EPCs), Value Chains (VACDs), Function Allocation Diagram (FADs) in ARIS.
    - ARIS Administration:
* Build different filters & templates according to Reliance Business such as STAR, Network 18, 4G (JIO)
* Version Models & databases for Change management activities.
* Support User Access Management of BPM ARIS Team.
* Create customized symbols as per business requirement with the help of **ARIS Symbol Editor**
* Create customized attributes at model level as well as object level. Import Visio files in ARIS to create EPC model as per business requirement.
* Publish different databases with the help of customized ARIS profiles.
* **ELITE Program, Tech Mahindra,** Pune – June’14 – Oct’ 14
  + Completed 2.5 months of Foundation Course on Operating systems, Basics of Telecom, OSS BSS, Concepts of RDBMS, SDLC lifecycle, Software testing, using concepts of Agile and Scrum.
  + 2 months of training in HTML, UNIX, SQL**,** PL SQL, Java, J2EE.
  + Developed an Online Ticket Reservation System in Java, J2EE using servlets, JSPs using TOMCAT server.
  + Trained in Business Process Management Concepts, Process Modelling, Requirements Gathering and ARIS.
  + Worked on Business Process Management Framework and Process Architecture Development– for transitioning of Global Delivery Center, post-merger across various departments and geographies of operation.

# Skills

* Business Process Management Concepts, BPM Notation
* Process Modelling tools - ARIS versions 7.2, 9.6, 9.7 and MS Visio
* Business Analysis
* Concepts of Enterprise Architecture, IT and Telecom Domain
* MS Office
* Proficient in Client Interaction Skills, Business Communication

# Certifications/ Achievements

* Lean Six Sigma – Yellow Belt
* BPM – Level 1 (Tech Mahindra Internal)
* Oil and Gas 101
* Digital Enterprise Solutions – 101 Certification Program
* Appreciation from Client for Quick Deliverables, Multitasking and Good Understanding of Process Modelling.
* Successful Completionof ELITE Training Program at Tech Mahindra Ltd.
* RIO +20 India Certification Program - Excellence Grade in RIO +20 United Nations Conference on Sustainable Development.
* Art & Culture:‘Prabhakar’ in ‘Vocal - Shastriya Sangeet’ - Pracheen Kala Kendra, Chandigarh

# Internship

* Completed 6 weeks of Internship Program at National Thermal Power Corporation Ltd. (NTPC), Badarpur Delhi in the dept. Of Control and Instrumentation - 2013.
* Completed 6 weeks of Training in ‘Embedded Systems - Programming in C’ - 2012.

# Education

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| **Year** | **Examination** | **Institution** | **Board/University** | **Marks Obtained** |
| 2014 | B.Tech (Electronics & Instrumentation) | School of Engg. & Technology | Sharda University Greater Noida | 8.4 CGPA (First Division – Hons.) |
| 2010 | Class XII | St.Xavier’s Senior School | CBSE | 75% |
| 2008 | Class X | DAV Public School | CBSE | 81.60% |