

## KEY PERFORMANCE INDICATORS

### Assessment & Responsibilities

- Experience in Data Connection, extraction from different systems including both cloud based and On-Premise systems (e.g. Azure, Oracle, SAP, BMC, SNOW, Salesforce etc.) and transformation & loading into the process mining tool.
- Support validation of data (counts, values between source systems and process mining tool).
- Understanding of process insights by creating KPIs and actions, identify process inefficiencies, and understand the root causes.
- Experience / basic knowledge working with ERP and other similar systems (e.g. Azure, Oracle, SAP, BMC) & Understanding of basic data structure, reports, formats etc. from multiple source systems
- Develop workflows to monitor processes, detect anomalies and turn those insights into real-time automated preventive or corrective actions using Action-engine, Action-flows and other capabilities (desired).
- Understanding of data modelling, data structure, reports, formats etc. from multiple source systems.
- Process mapping and identifying non value add steps to create lean and agile processes (desired)
- Basic knowledge on ERP processes like, FNA/Procurement/Banking / Insurance / HRO etc.
- Work alongside both technical and non-technical stakeholders to understand business challenges to help design process mining initiatives and prioritize the requests.
- Critical thinking and creative problem-solving skills, as well as the ability to apply theoretical concepts and best practices to solve business problems
- Basic understanding of IT application lifecycle and methods
- Able to visualize & create dashboards on KPIs in line with client expectations

### Required Technical Skills

- Experience with ETL / ELT and BI tools (e.g., Tableau, Power BI etc.)
- Experience in SQL / PQL scripting & knowledge of data mining, should apply complex queries to build the transformation e.g. Joins, union, windows functions etc.
- Knowledge of process improvement techniques / tools and Process Mining / Analytics.
- Basic knowledge of Python Scripting, should be knowing about (Numpy, Pandas, Seaborn, Matplotlib, SKLearn etc)

### Desired Technical Skills

- Experience in any Process / Task Mining Tool (e.g Celonis, Signavio, Software AG, FIQ, Soroco etc)
- Understanding of enterprise systems (ERP, CRM, etc.) OR CRM/Order Management Systems (Preferably SAP / Oracle / MS Dynamics/ SNOW/ Salesforce / Remedy).
- Experience using the Celonis platform application will be a plus.
- Experience in ML modelling via Python or R will be plus.

### Professional Skills

- Strong communication and presentation skills.
- Understanding of business processes.

**Soft Skills**

- Self-starter & Quick learner
- Ability to learn new technologies and process improvement techniques
- Ability to work in various time zones to support various global rollouts

**Education**

- University degree in Computer Science / Information Technology/ Data Scientist  
Diploma / Certification