

# HARIKRISHNA SURESHKUMAR PILLAI

## BUSINESS SYSTEMS ANALYST

### CONTACT

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### SKILLS

- Atlassian JIRA
- Data Flow Diagrams (DFDs)
- Programming Skills
- Solution Implementation
- Data Mapping
- Python Programming
- Database Programming and SQL
- Git
- Hadoop Cloudera
- Problem-Solving
- Oracle
- Toad
- MS Office Tools
- Data Profiling
- Atlassian Confluence
- Azure
- Stakeholder Relations

### PROFESSIONAL SUMMARY

Ambitious individual with strong organizational and analysis skills, as well as an aptitude for technology. Ready to apply knowledge and skills to any challenge.

### EXPERIENCE

April 2022 - Present

#### Business Systems Analyst

Jarvis Technologies Group Inc | Client: CIBC, Toronto, ON

- Collaborated seamlessly with diverse Business Groups, acting as a liaison to understand and refine their requirements. Bridged the gap between business teams and technology partners to ensure a unified vision
- Spearheaded multiple Regulatory Projects, delivering timely solutions to align the organization with the latest regulatory bills. Thrived in an environment that demanded ad-hoc deliveries to meet compliance standards
- Took the lead in implementing new requests from various Lines of Business (LOBs). Captured and articulated system requirements promptly, ensuring alignment with stakeholder work efforts.
- Created multiple requirements documents, artifacts, metadata-related documents, and other Artifacts to ensure comprehensive project documentation.
- Played a pivotal role in guiding and supporting both development and quality assurance teams across all project phases. Ensured seamless collaboration and success in every project.
- Demonstrated expertise in estimation tasks effectively integrating different efforts from stakeholders
- Expertly navigated the estimation process by thoroughly grasping business requirements, transforming them into documentation, and collaborating with diverse stakeholders to secure precise estimates.

August 2020 - September 2021

#### Process Analyst

BSC Corp, Markham, ON

- Regularly crafted insightful Power BI dashboards every week, presenting key performance indicators (KPIs) to management. These dynamic reports provided a comprehensive snapshot of our performance metrics.
- Introduced multiple enhancements in Standard Operating Procedures (SOP) to bolster efficiency and streamline throughput. We achieved more effective inventory management, contributing to overall operational excellence.
- Engaged in Proactive Communication with Clients and Vendors, addressing product issues and implementing necessary adjustments which fostered swift issue resolution

### EDUCATION

May 2020

#### Post Graduate Diploma in Electronics Engineering Technology

Centennial College, Toronto

May 2016

#### Bachelor of Technology in Electronic Engineering

MG University, Trivandrum