Kalaipriya Kannan

Professional Summary

- **Certified Scrum Master** having about 9 years of industry experience in L&D and Reporting
- Strong experience in **Business Analysis and Data Analysis**, proficient in SQL, Tableau. Interpret data and figures, and convert to actionable insights by predicting and modeling future outcomes
- Receive direction from leaders and exercise independent judgment while developing the knowledge to understand function, policies, procedures, and compliance requirements
- Ability to synthesize quantitative information and interact effectively with leadership and stakeholders/end users
- Proven track record of generating summary documents for leadership for monthly and quarterly metrics & compliance/audit reporting.

Work History

Carelon Global Solutions – Senior L&D Co-ordinator
04/2021 - Current

- Experience in business analysis and reporting & data analysis
- Bulit the data and reporting solutions from the ground up using ServiceNow reporting & Tableau
- Developed business solutions leveraging existing technology to meet the requirements of key stakeholders, product leadership teams, and steering committees
- Reporting monthly data analysis findings to leadership to use in making organizational L&D decisions.
- Performed system analysis, documentation, testing, implementation, and user support for platform transitions
- Lead end-to-end release and implementation life cycles of product enhancements by ensuring project requirements are met with optimal business results
- Created various dashboards that provide meaningful insights to the leadership using Tableau

Deloitte - Senior Analyst and Business Consultant
05/2017 – 03/2021

- Business Lead & Subject Matter Expert, with strong experience in the areas of change and release management, defect analysis, system configuration, stakeholder communication and providing training related to new learning solutions

✉ kalaipriya.kannan@gmail.com
☎ +91- 9840511730

Skills

- Business needs analysis
- Team Management
- Reporting and Business Analysis
- Project Management
- Business Consulting & Advisory
- Business and Technical Analysis
- Release Management

Education

05/2014
Vel Tech Institutions, Chennai
B.Tech: Information Technology

Certifications

- Certified Scrum Master (PSM1)
- Certified Blockchain Expert (CBE)
- IBM Certified Big Data and Data Science foundations & essentials
- Project Management Fundamentals by Industry expert Chris Croft
- Agile Scrum Master by Agile Project Management Academy

Technical Skills

- SQL
- Tableau
- Python
- Microsoft Excel
- HTML
- Postman

- Acted as the escalation point of contact for various learning leads across EMEA and APAC region, directly interact with the vendor for any change requests or enhancement requests basis the need
- Collaborated with a team of Project Owners, Project Managers to provide functional release per sprint cycle
- Assisted the management with backlog refinement sessions.
- Identified and implemented operational improvements, enhancements, customizations and rolling out learning solutions that arise from the need analysis, communications & project management
- Facilitated various user groups meeting with learning leaders across the member firms in the different geographical regions for the best practices and gaining consensus visioning to business growth

Cognizant Technology Solutions
07/2014 - 04/2017
- Developed need based training modules for developing multi skilled work force and mentored the new team members to come up the learning curve
- Managed the team of 12 for a large pharmaceutical client with focus on excelling business targets & service delivery metrics
- Monitored and evaluated metrics, prepared reports on standards & performance target
- Ensured quality services are provided and document functionalities are maintained