Kalaipriya Kannan

Lead SME L&D Data and Reporting | Scrum Master

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Certified Scrum Master and Seasoned Business Analyst offering 9 years of industry success. Expert on business and systems requirements, user acceptance testing and end-user training. Diligent worker with strong communication and task prioritization skills. Worked on diversified portfolio such as Life Sciences, Healthcare, Blockchain Frameworks and L&D Data Reporting. Strong experience in Business Analysis and Data Analysis, proficient in SQL, Tableau.

Skills

Skill	Rating
Business Need Analysis	●●●●● Excellent
Project & Team Management	●●●●○ Very Good
Requirement Analysis	●●●●● Excellent
Data Analysis & Reporting	●●●●○ Very Good
Business Consulting & Advisory	●●●●● Excellent
Strategic planning	●●●●○ Very Good
Agile Methodologies	●●●○○ Good

Work History

2021-04 - Current

Carelon Global Solutions, Bangalore

- Acting as lead point of contact for L&D Data and Reporting
- Working in parallel projects (L&D - active and Blockchain frameworks - shadowing) assisting the leadership in decision making for application deployments
- Created dashboards to monitor and track key performance indicators. Generated business intelligence reports to inform strategic decision-making.

- Working with development team to understand technical needs and managed sprint cycle
- Developed business solutions leveraging existing technology to meet 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
- Analyzed key aspects of business to evaluate factors driving results and summarized into presentations.
- Improved business direction by prioritizing customers and implementing changes based on collected feedback.
- Conducted interviews with key business users to collect information on business processes and user requirements.
- Generated ad-hoc reports to evaluate specific business requirements.
- Supported leadership team with reporting, analysis, and business presentations to inform divisional strategies.
- Lead end-to-end release and implementation life cycles of product enhancements by ensuring project requirements are met with optimal business results

2017-05 - 2021-03

Deloitte USI, Hyderabad

- With strong experience in areas of change and release management, defect analysis, system configuration, stakeholder communication and providing training related to new learning solutions
- Managed team of 6 and acted as escalation point of contact for various learning leads across EMEA and APAC region, directly interact with vendor for any change requests or enhancement requests basis the need
- Collaborated with Project Owners, Project Managers to provide functional release per sprint cycle
- Assisted 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 member firms in different geographical regions for best practices and gaining consensus visioning to business growth
- Evaluated staff performance and provide coaching to address inefficiencies. Evaluated customer needs and feedback to drive product and service improvements.
- Created and managed project plans, timelines, and budgets.

Cognizant Technology Solutions, Chennai

- Worked on L&D requirements and delivered to meet client needs for functionality and organization development.
- Performed regression and system-level testing to verify software quality prior to release.
- Developed need based training modules for developing multi skilled work force and mentored new team members to come up learning curve
- Managed the team of 12 for a large pharmaceutical client in the UK 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

Education

B.Tech: Information Technology

Vel Tech Institutions - Chennai

Certifications

Professional Scrum Master (PSM1)

Certified Blockchain Expert (CBE)

Certified Blockchain Developer (CBD)

IBM Blockchain Essentials

IBM Certified Big Data and Data Science Foundations

Scrum Concepts & Product Owner

Agile Principles & Methodologies

Technical Skills

SQL
Tableau
Python
Advanced Excel
HTML
Postman

Tools Worked

- JIRA
- Jupiter Notebook
- ServiceNow
- Salesforce
- Remedy
- MS SQL Server
- Oracle DB

LMS Worked

- SuccessFactors
- Saba Cloud
- Workday
- Corner Stone on Demand (CSOD)
- Oracle LMS
- Plateau

Blockchain Frameworks

- Hyperledger Fabric
- Ethereum
- (Permissioned & Private networks)