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|  |  | |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Kalaipriya Kannan**  Business Lead – L&D | Professional Scrum Master (PSM1)   |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  | | --- | --- | |  | +91- 9840511730 |  |  |  | | --- | --- | |  | kalaipriya.kannan@gmail.com | | |  |  | | --- | --- | |  | [View my profile](https://bold.pro/my/kalaipriya-kannan/645) | | |   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, and L&D Data Reporting. Strong experience in Business Analysis and Data Analysis, proficient in SQL, Tableau.   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | **Skills**   |  |  |  |  | | --- | --- | --- | --- | |  | |  |  | | --- | --- | | 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** | Lead Business Analyst  *Carelon Global Solutions, Bangalore*   * Acting as lead point of contact for AIO 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** | Business Lead & Subject Matter Expert of L&D  *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 * Created and managed project plans, timelines, and budgets. |  |  |  | | --- | --- | | **2014-07 - 2017-04** | Programmer Analyst  *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**   |  |  | | --- | --- | | **2010-08 - 2014-04** | B.Tech: Information Technology  *Vel Tech Institutions - Chennai* | |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | **Certifications**   |  |  | | --- | --- | |  | [Professional Scrum Master (PSM1)](https://www.credly.com/badges/c9f2aa93-6c11-4547-8b74-9e52da541b34/public_url) |  |  |  | | --- | --- | |  | [IBM Certified Big Data](https://www.credly.com/badges/412cde07-6c05-4a86-8b0b-8975691c9d63/public_url) and [Data Science Foundations](https://www.credly.com/badges/ccea4800-e172-4231-b14c-bb6c47a07892/public_url) |  |  |  | | --- | --- | |  | [Scrum Concepts & Product Owner](https://skillsoft.digitalbadges.skillsoft.com/a0275247-7432-47a9-9298-a80982b9766d) |  |  |  | | --- | --- | |  | [Agile Principles & Methodologies](https://skillsoft.digitalbadges.skillsoft.com/6366f288-69ce-48ce-8225-67df4be3c07c) | |  |  |  |  |  | | --- | --- | --- | --- | |  | **Technical Skills**   |  |  | | --- | --- | |  | SQL  Tableau  Python  Advanced   Excel  HTML  Postman | |  |  |  |  |  | | --- | --- | --- | --- | |  | **Tools Worked**   |  |  | | --- | --- | |  | JIRA  Jupiter Notebook  ServiceNow  Salesforce  Remedy  MS SQL Server  Oracle DB | | |  |

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