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| ***Kalaipriya Kannan*** |

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|  | ***Professional Summary***   * **Certified Scrum Master** with over 7.7 years of experience in **Industry learning and development technologies**. * Responsible for managing the scrum process with the coordination of scrum team in Agile methodology. * Proficiency in Agile methods, including **Scrum** and **Kanban**. Able to work with individuals of their organization at all levels * Proficient in **LMS Learning and Content Management**. Gained good understanding of various content authoring tools such as **Brainshark** (Certified internally in Deloitte), Articulate Storyline * **Project Lead**, conducted various workshops for L&D, full end-to-end accountability of the projects * Strong experience in **Reporting and Data Analytics**, proficient in SQL, Tableau. Interpret data and figures, prepare models, forecasts trends. Detailed in data analysis and reporting for audits * **Senior Subject Matter Expert** in learning management system and passionate about helping to solve complex problems in an innovative and meaningful way * Expertise in various LMS tools such as SABA, Success Factors, Compliance Wire, Plateau * Skilled in multiple CRMs such as Salesforce, Remedy and ServiceNow * Good understanding of **ITIL lifecycle and processes**   ***Work History***  Legato Health Technologies – Senior Learning Consultant  *04/2021 - Current*   * Arrange daily stand-up meetings, facilitate meetings, schedule meetings, demo and decision-making processes in order to ensure quick inspection and proper use of adaptation process. * Receive direction from leaders and exercise independent judgment while developing the knowledge to understand function, policies, procedures, and compliance requirements * Training to the team in the deployment, adoption and improvement of the quality standards for all developed/supported systems * Maximize team knowledge and productivity by effectively training, monitoring and directing team members in application of best practices and regulatory protocols * Providing feedback on deployed process, helping with the piloting and training of software quality control methodologies, resulting in process improvement * Creating various dashboards that provides meaningful insights to the leadership using Tableau * Experience in business analysis and learning management with extensive expertise in business analysis and reporting   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 * Developed business solutions leveraging existing technology to meet the requirements of key stakeholders, product leadership teams, and steering committees * Lead end-to-end release and implementation life cycles of product enhancements by ensuring client requirements are met with optimal business results * Identified and implemented operational improvements, enhancements, customizations and rolling out learning solutions that arise from the need analysis, communications & project management * Facilitated various user group meet with learning leaders across geographical regions for the best practices and gaining consensus visioning to business growth * Performed system analysis, documentation, testing, implementation and user support for platform transitions * Evaluated and adopted new technologies to address changing industry needs. Review process implementation plans to assess risk and feasibility   Cognizant Technology Solutions - LMS Specialist / Learning Administrator  *07/2014 - 04/2017*   * Acted as a Training Co-coordinator and LMS Administrator for the business from requirements gathering to managing and executing the deliverables. * Developed need based training modules for developing multi skilled work force and mentored the new team members to come up the learning curve * Managed teams 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 |  |  | |  |  | | --- | --- | |  | kalaipriya.kannan@gmail.com | |  | +91- 9840511730 |   ***Skills***   * Team Management * Reporting and Business Analysis * Business Process Improvement * Business Consulting & Advisory * Business and Technical Analysis * Release & Change Management * Vendor Management * Performance Improvement * Business needs analysis * Learning Strategies and Industry Best Practices   ***Education***  05/2014  Vel Tech Institutions, Chennai  B.Tech : Information Technology  ***Technical Skills***   * SQL * Tableau * HTML * Postman * PowerPoint * Brainshark * Visio   ***Certifications***   * Certified Scrum Master by Scrum Alliance * Certified Blockchain Expert (CBE) by Blockchain Council * Project Management Fundamentals by Industry expert Chris Croft * Agile Scrum Master by Agile Project Management Academy * IBM Certified Big Data and Data Science foundations & essentials * IBM Certified Blockchain Essentials and Foundation Developer |  |