Madhumitha Raveendran

Business Analyst | Data & Process Analyst

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Professional Summary

Detail-oriented **Business Analyst** with 2+ years of experience in e-commerce and supply chain operations, specializing in **requirements gathering, process analysis, documentation, reporting, and system support**. Proficient in MS Office, Power BI, Excel, and familiar with Jira, Confluence, SOP documentation, and UAT support. Strong communicator skilled in collaborating with cross-functional teams to improve processes, resolve operational challenges, and support data-driven decision making.

Core competencies

- Data Collection & Validation
- Requirement gathering & documentation
- Business Reporting & Analytics
- MS Excel (VLOOKUP, HLOOKUP)
- Power BI (Dashboard & KPI)
- Power point Presentation
- Python & SQL

- SOP documentation
- Root cause analysis & Change requests
- Stakeholder Communication
- JIRA & Confluence
- Process Documentation
- Cross-functional Collaboration
- UAT & Functional testing

Professional Experience

Accenture

Project: [H&M] Business Analyst / Data & Process Analyst   November 2023 – Present

Requirements & Documentation

- Gathered and analysed business requirements from warehouse teams, logistics vendors, and client stakeholders.
- Created process documents, SOPs, workflow diagrams, and issue reports, improving clarity and efficiency in operations.
- Translated operational problems into clear functional requirements for cross-functional teams.

Process & Data Analysis

- Analysed data across 100+ vendors and 30+ warehouses to identify bottlenecks, recurring incidents, and process gaps.
- Generated weekly and monthly dashboards/reports using Power BI and Excel to support management decisions.
- Extracted and validated data to ensure accuracy and consistency across operations.

Project Tracking & Collaboration

- Coordinated with logistics teams, vendors, carriers, and internal stakeholders to resolve high priority issues.
- Conducted weekly client meetings with H&M to present incident summaries, root causes, and improvement actions.
- Supported project tracking using Jira/Confluence for issue logging, documentation, and updates.

Testing & Quality

- Assisted in performing UAT, validating system changes before release.
- Stream trained in Functional testing. Proficiency in ALM and manual testing.

Education

Bachelor of Commerce in Corporate Secretaryship, Anna Adarsh College for Women, Chennai.

GPA: 7.3 | 2020-2023

Awards and Responsibilities

- ACE – Bright beginner award [Accenture]
- Rotaract club of Vepery – Digital team lead
- National Service Scheme [Anna Adarsh college for Women]
- Student's placement coordinator [Anna Adarsh college for Women]

Certifications and Courses

- Big Data 101 **– IBM certified**
- Functional test planning **– Accenture**
- Tech master in Data/Business analysis **- SkillUp**