

Madhumitha Raveendran

BUSINESS ANALYST

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Professional Summary

Business Analyst with 2+ years of experience in software-enabled supply chain and e-commerce projects, specializing in **requirements gathering, gap analysis, process improvement, and functional documentation**. Experienced in working across Design, Development, QA, and Project Management teams throughout the SDLC. Strong in **UAT support, stakeholder communication**, and data-driven decision making. Familiar with **Agile methodologies, Jira, Confluence**.

Core competencies

- Requirement gathering
 - Business Reporting & Analytics
 - MS Excel (VLOOKUP, HLOOKUP)
 - Power BI
 - Power point Presentation
 - Python & SQL
 - SOP documentation
 - Client Interaction & Presentations
 - Basic understanding of APIs & system integrations
 - Root cause analysis & Change requests
 - Stakeholder Communication
 - JIRA & Confluence
 - Process Documentation
 - Cross-functional Collaboration
 - UAT & Functional testing
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Professional Experience

Accenture

Project: [H&M] Business Analyst

November 2023 – Present

Requirements & Stakeholder Management

- Interacted with **client stakeholders, warehouse teams, logistics vendors**, and internal teams to **gather, document, and refine business requirements**.
- Conducted **requirement analysis and gap analysis** to identify process inefficiencies and system improvement opportunities
- Acted as a liaison between business stakeholders and technical teams, ensuring clarity and alignment.

SDLC & Cross-Functional Collaboration

- Worked closely with Design, Development, QA, and Project Management teams to ensure smooth execution across the SDLC.
- Generated weekly and monthly dashboards/reports using Power BI and Excel to support management decisions.
- Managed requirement changes through change requests and impact analysis.

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

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