### Meenakshi Balasubramaniyam

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Experienced business savvy, technically adept and highly organized IT professional with over 10 years of experience in Enterprise software development, testing, business analysis, change management and technical writing.  An excellent team player with strong communication and collaborative skills, looking for roles in business, operations and technology domain. Core competencies include:

* Business Analysis
* Program/Project Management
* Training and Development
* Change Management
* Technical Writing
* Process Improvement
* Customer Experience
* Escalation Management
* Documentation and Reporting

**City Of Bellevue, Bellevue, WA 2016 – 2017**

**Business Process Analyst**

Coordinated enterprise-level process projects, change management, tracking and reporting. Oversaw analysis and support for Permit tracking systems. Supported issue resolutions for a team of 165+ personnel. Influenced executive understanding of complex issues and how things work.

* Realized a savings of $90K+ annually by optimizing and restructuring hardware and software change management process costing.
* Interviewed 25+ stakeholders to document enterprise architecture for Development Services operations delivering executive presentation materials and easy to understand educational Visio graphics within 6 months.
* Established an asset management system for entire enterprise reducing time to identify assets from 24 hours down to 5 minutes.

**Microsoft, Redmond, WA 2013 – 2016**

**Project Manager – Microsoft Consulting Services (2014 – 2016)**

Supported Worldwide Business Intelligence Report catalog Communications and Training through agile change management. Coordinated release communication, end-user impact notifications, and bi-weekly Agile launches for the Business Intelligence team. Developed strategy with executive leadership and assembled organizational documentation. Contract position through InvisioCorp.

* Led accurate and clear information distribution that reduced escalations and redundant requests.
* Developed training materials and Wiki resources for teams.
* Designed and implemented a new process to enable efficient information capture of the Enterprise Service Business Intelligence changes globally.

**Program Manager – Customer Experience, Office 365 (2013 – 2014)**

**Mission critical World class Change and Escalation Management**

Managed customer experience and engagement programs for Office 365 with focus on business analytics and change management. Supported delivery of mission-critical initiatives for customer escalations. Documented and tracked customer change requests, SLA metrics, and monthly forecast trends. Contract role through H10 Capital

* Managed worldwide escalations and reported resolutions to executive management.
* Produced and implemented dashboards, scorecards and reports regarding Office 365 changes globally.
* Created training materials and facilitated organization-wide standard adoption.

**NPower, Taproot Foundation, Seattle, WA 2010 – 2012**

**Business Analyst, Salesforce CRM**

Gathered requirements and improved processes for deployments of Salesforce within nonprofits in Seattle metro. Managed communication and relationship between clients and project management team to promote smooth workflow and team collaboration.

* Developed consistent innovative process improvements by providing clean, trim data and training for system best practices.
* Created and implemented numerous strategic business and technical solutions to effectively mitigate complex organizational challenges with limited budgets.

**Bellevue College, Bellevue, WA 2008 – 2009**

***Technical Writer and Communicator***

Created documentation templates with emphasis on design, organization, research and illustrations. Formatted and published White Papers and Position Papers for technical projects.

* Implemented formal processes for Web Content Planning and MARCOM writing methodologies.
* Delivered documentation process from inception to launch.

**University of Washington, Seattle, WA 2006 – 2007**

***Business Analyst***

Developed and implemented systems projects for software and hardware solutions project during Certificate program. Interfaced with project teams to evaluate project parameters.

* Led project planning and implementation for the Urban India Library Management System, providing a standardized Work System Method.
* Researched and detailed business requirements through Joint Application Development sessions with cross-functional groups to establish clear project objectives.

##### ADDITIONAL RELEVANT EXPERIENCE

##### BUSINESS ANALYST

* Designed a new line of telecom product offerings for AT&T and evaluated against internal competition.
* Developed and implemented dynamic price changing concept for the Target retail systems.
* Provided Customer Support and feature development for AIG Insurance Group.

##### SOFTWARE DEVELOPMENT

* Developed Ramco ERP Maintenance Management System, Sales Order System and Discrete Production modules following traditional MRP/ERP concepts.
* Maintained, integrated and tested ERP/MRP suite of modules and designed concepts on Microsoft platform.
* Documented project testing results during the product development life cycle for ISO 9001 certification.
* Customized out-of-box Sales Order Management module for Bemis Cur wood Corp.

**EDUCATION**

**Master of Science - Computer Information Systems,** Bharthidasan University, Tamil Nadu, India  
**Certificate - Systems Analysis and Design,** University of Washington, Seattle, WA

**Certificate - Technical Writing**, Bellevue College, Bellevue, WA

**TECHNICAL SKILLS:** HTML, CSS, C, C++, Non Profit Salesforce CRM, Microsoft Office, SQL Server, Ramco Marshall, Microsoft Access.

**PROFESSIONAL DEVELOPMENT**

**Secretary -** Toastmasters International, Improve Toastmasters, Professionally Speaking, 2013  
**Vice President, Public Relations and Member -** Toastmasters of Sammamish, 2009 - 2010