

Gouri Sharma

Business Operations Analyst - Hewlett Packard

Palo Alto, CA - Email me on Indeed: [indeed.com/r/Gouri-Sharma/b161114926257788](https://www.indeed.com/r/Gouri-Sharma/b161114926257788)

Self-motivated, highly-rated business process and metrics analysis expert seeking opportunity in operational efficiency improvement.

WORK EXPERIENCE

Business Operations Analyst

Hewlett Packard - Palo Alto, CA - April 2011 to Present

Process Improvement:

- Streamline processes and procedures to provide more efficient usage of company time with less chance of computational errors
- Lead Process Improvements and new user applications projects enabling overall project management governance and better integration of processes and technologies
- Manage organizational process improvement projects leveraging MS Project tracking and monitoring scope, time, quality, risk and communication with stakeholders
- Own and manage Tollgate process to streamline project lifecycle phases - (Tollgate 1) Define and manage new project addition to the portfolio, (Tollgate 2) Project budget approval and (Tollgate 3) Final project completion sign off enabling efficient project management.
- Identify process bottlenecks and proposed new and improved processes and policies
- Coordinate with business users involved in ascertaining process requirements and perform audits to assess business process effectiveness and identify, document, and implement process change requirements
- Own and manage 'Change Management' process to effectively monitor the changes in project portfolio and flag projects 'At Risk' enabling proactive issue resolution
- Conduct meetings with Director and senior management to gather process improvement requirements and demonstrate new processes
- Conduct organization wide new process training sessions with the end users and stakeholders.
- Maintain organization's 'Wiki' website constantly updating process documents as per most recent changes

❖ Data Analysis:

- Implement and maintain daily, weekly and monthly LOB and Executive level project and benefits reporting that enable data driven business decisions
- Monitor daily productivity metrics for over 600 projects which increased overall performance
- Develop and present KPI summary reports to senior management recommending ways of KPI improvement
- Responsible for assisting director with data collection and analytics for Quarterly Metric Reviews (QBR)
- Assist Director and Senior management with collecting and analyzing data for metrics reporting and client based initiatives utilizing pivot tables, pivot charts and graphics and tableau
- Develop standard and ad-hoc reporting for various aspects of the department for yearend/new year financial reporting, freedom of information requests and other departmental reporting requirements to meet or exceed customer expectations.

Research Analyst - Business Process Reengineering

SAP Labs - May 2007 to October 2008

Business Case Analysis of potential client's processes and KPI's proposing SAP solution to accomplish company sales goals and objectives:

- Gather client requirements and as is processes through survey questionnaires
- Determined opportunities to streamline and standardize processes for potential clients using SAP solutions.
- Interacted with the Subject Matter Experts (SME) and stakeholders to get a better understanding of client business processes and gather business requirements.
- Created business case evaluating current state processes and engineer future state processes proposing SAP solutions for business needs.
- Developed flow diagrams, reports, and charts to support analyses.
- Developed Gap Analysis and identified root causes to provide recommendations for client's Future State.
- Developed value proposition for clients evaluating the dollar benefit of the project by closing performance gap with respect to top quartile peer companies.
- Presented observations and recommendations to clients.

Senior Research Analyst

Copal Partners - April 2006 to April 2007

Provided customized research and analytics to Investment Banks

- ❖ Comparable Company Analysis Report
- Prepared comparative summary of trading multiples and other key operating metrics of a company and its peers using MS Excel models (studying 10K and 10Q filings, analyzing P&L statements and B/Sheets).

EDUCATION

Master of Business Administration in Specialization

AMITY INTERNATIONAL BUSINESS SCHOOL - Delhi, Delhi

April 2006

Bachelor of Arts in Economics

UNIVERSITY OF DELHI - Delhi, Delhi

June 2004

ADDITIONAL INFORMATION

Areas of Expertise: Business Process Improvement, KPI analysis, Management Dashboards and Presentations.

Skills

- ❖ Certified PMP
- ❖ Project Management
- ❖ Process Design and Improvement
- ❖ KPI Analysis and Improvement
- ❖ Change Management
- ❖ Microsoft Office: Excel, Outlook, Word, PowerPoint and SharePoint, Visio, Project
- ❖ Working knowledge of 'R' and Tableau softwares.

Employment Status: US Green Card Recommendations available upon request.