



**Bhanu Prasad Gollapudi**



Senior Consultant-Business Advisory Services seeking role in Business Analyst, Robotic Process Automation, Resource Management, Project Management, Client Relationship Management, Process Improvement, Bid Management, Process Re-engineering

Current Designation: Senior Consultant-Business Advisory Services

Total Experience: 21 Year(s) 0 Month(s)

Current Company: Ernst & Young LLP

Highest Degree: B.Tech/B.E. [Electronics and communication]

Current Location: Hyderabad / Secunderabad

Pref. Location: Vijayawada, Bengaluru / Bangalore, Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Business Analyst

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Senior Consultant-Business Advisory Services, Business Analyst, Robotic Process Automation, Resource Management, Project Management, Client Relationship Management, Process Improvement, Bid Management, Feasibility Analysis, Process Re-Engineering

Verified: Phone Number | Email - id

Last Active: 22-Jan-21

Last Modified: 22-Jan-21

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## Summary

- \* An established professional with an expertise in managing entire gamut of Technology Consulting related assignments especially related to business plans, feasibility analysis, restructuring and so on
- \* Hands-on experience in Blue Prism RPA, IT Project Management, Bid Management, Business Process Re-Engineering, Application Functionality and Process Testing
- \* Insightful knowledge of process analysis and design, application based process reengineering, process optimization, cost control from various supply chain solutions
- \* Proficiency in providing support in managing escalation from clients to resolve their concerns and addressing their queries (customer advocacy) from other departments for a smooth ride for diverse issues
- \* Keen analyst with excellence in gathering and understanding requirements of clients & other multiple stakeholders (at strategic and tactical levels), followed by translation into functional specifications as well as provisioning of suitable solutions

## Work Experience

- Ernst & Young LLP** as Senior Consultant-Business Advisory Services  
Feb 2011 to Till Date

Key Result Areas:

- \* Reviewing System Requirements Specifications (SRS) and ensuring that all the business process flow were captured in the SRS document submitted by Managed Service Provider (MSP) as Part of the Implementation of ERP system which integrates software for Port Sector
- \* Organizing review meetings frequently between client and MSP to ensure all business process are in the Project as apart of Project Monitoring of the implementation of ERP system which integrated software for for Port Sector
- \* Following As-Is Process by studying existing IT Infrastructure, Business Processes and Organization Structure
- \* Rationalizing, harmonizing, optimizing and standardizing business processes in Port Sector through a redesign exercise
- \* Supporting Business Process flow development in Single Window System and all department websites
- \* Preparing Bid Proposals for the response to the tenders
- \* Conducting Functional Audit Test of Single Window System and all Department websites
- \* Liaising with the senior management for planning, ideating and creating key strategic initiative to be implemented
- \* Steering diverse responsibilities including strategy planning & execution, new initiatives and operations; analyzing business needs, strategic direction & identifying initiatives that allow a business to meet goals
- \* Developing relationships with key decision makers in target organizations for business development; setting out quality standards for various operational areas & ensuring a high-quality customer experience while adhering to SLAs
- \* Working towards engagement level (Customer, Employees & Suppliers) development; planning & executing effective techniques in bringing efficiency in operations to improve quality standards & achieving maximum cost savings
- \* Translating business strategy into operational tactics; managing operations involving resource mobilization and execution within timelines; ensuring strict adherence with service standards
- \* Streamlining systems to enhance operational effectiveness & meet operational goals within cost, time & quality



### Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

parameters; managing systems for change management entailing mapping business processes & studying requirements

Highlights:

- \* Performed Business Process Reengineering (BPR) for the departments such as Traffic, Marine, Finance, General Administration & HR, Engineering, Medical, Material Management and File Correspondence (e-Office)
- \* Developed a functional landscape solution for implementation of Enterprise Resource Planning (ERP) solution covering all functional areas within ports including Port Operations, Finance, Administration & HR, and Medical
- \* Played a keyrole in Bid Process Management for Selection of Master Service Provider for Implementation of implementation of ERP System with an integrated software platform
- \* Prepared and ensured in Developing of MIS Reports and EoDB Dashboard for monitoring the Business Performance by client
- \* Conducted Functionality audit (Portal Testing, Work Flow and Content Management testing) of various websites
- \* Led the design, documentation, implementation, and maintenance of several applications
- \* Mentored and coached the project team on various improvement areas; planned and integrated the work of multiple teams on a project; provided input on team performance and reward

● **Bharti Airtel Limited** as Senior Lead Officer- Customer Support  
Aug 2007 to Feb 2011

Highlights:

- \* Led a team of 12 members and resolved customer complaints within agreed SLA's and provided quality resolution
- \* Communicated with the NOC Team and resolved Bandwidth Issues, Sites related issue, DNS Resolution related issue
- \* Performed troubleshooting and rectification of network connectivity issues; installed Internet Service Packs & connection by dial up and Broad band Service, Hardware Error Detection of customer System and rectifying it
- \* Gained experience of CRM Module for complaint logging and closing

● **Medha Servo Drives Pvt. Ltd.** as Testing & Service Engineer  
May 2004 to May 2006

Highlights:

- \* Successfully executed project of Diesel Locomotive Excitation, Propulsion, Controlling of various parameters of locomotive functional by using Microcontroller (now IoT)
- \* Supervised Excitation function which included:
  - o Monitoring and controlling of current, voltage and horse power of the Alternator, Excitation Motor and Propulsion Motor in Diesel Locomotive
  - o Controlling of various equipments in the locomotive with respect to avoid the damage such as Traction Motors, Alternators, Various Relays of the locomotive

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## Education

UG: **B.Tech/B.E (Electronics and communication)** from **Jawaharlal Nehru Technical University, Hyderabad** in 2013

Other Qualifications/Certifications/Programs:

Prince2  
Blue Prism RPA Developer  
Diploma in Electronics and Communication Engineering

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## IT Skills

Skill Name	Version	Last Used	Experience
ITIL V3			
Cisco			
PRINCE 2			
BUSINESS ANALYST			

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## Languages Known

Language	Proficiency	Read	Write	Speak
Hindi				
English				
Telugu				
Tamil				
Kannada				

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## Affirmative Action

Category: General  
Physically Challenged: No

## Work Authorization

Job Type: Permanent  
Employment Status: Full time

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