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GINU GEO ⭐ Featured

GINU GEO

Senior Business Analyst / Consultant who is an enthusiastic learner. Always thrive in the excitement of gathering and analyzing requirements and designing solutions that deliver value to the customer and go in hand with product roadmap strategies.

Current Designation: Business Consultant-IT

Current Company: IBS SOFTWARE PVT LTD,

Current Location: Trivandrum

Pref. Location: Bengaluru / Bangalore,Cochin,Trivandrum

Functional Area: IT Software - Application Programming / Maintenance

Role: Business Analyst

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Requirement Gathering,Agile,Scrum framework,Atlassian JIRA,HP-ALM,ms Visio,Design Conceptualization,Requirement Analysis,Web Application,Android Application,Effort Estimation,Web Services,Oracle Database,Devops,Jenkins,SQL,Github

Total Experience: 6 Year(s) 0 Month(s)

Notice Period: Currently Serving Notice Period

Highest Degree: PG Diploma [Technical Documentation]

Verified : 📞 Phone Number | Email - id

Last Active: 22-Jan-21   Last Modified: 22-Jan-21

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Summary

B.Tech Graduate with 6 years of Business Consulting experience in the Air Cargo & Airline Loyalty Program Industry by collaborating with major airline companies across the globe.

Consultant experience in air cargo domain and airline loyalty program domain
* Experience in Agile and Waterfall methodologies
* Works in close collaboration with product owner in Scrum framework
* Worked in vital roles in transitioning major airlines from legacy platforms to new age digital platforms
* Handled on shore fit and gap workshops with business users to understand As-Is Processes and to define To Be Processes
* Conduct requirement elicitation activity with the stakeholders and maintain communication with the respective stakeholders throughout the requirements life cycle
* Liaising with solution architects and enterprise architects to identify framework level enhancements required to design new solutions as per customer requirements

Work Experience

🔘 **IBS SOFTWARE PVT LTD,** as Business Consultant-IT
Apr 2011 to Till Date

Role: Business Consultant IBS SOFTWARE PVT LTD, TRV July 2017 - Present
Project: Digitization of Air Cargo & Mail Management at American Airlines
* Established new business processes for the Cargo Management landscape to replace the legacy systems with a new age unified digital platform
* Conducted requirement elicitation activities and obtained customer signoff for the requirements and proposed solutions
* Translate stakeholder requirements to Business Requirement Documents such as functional specifications and business process documents.
* Organized periodic Product Review sessions with the customer to ensure transparency and scope adherence of the project
* Works in close collaboration with the product owner to:
a) Prioritize the product backlogs
b) Optimize the sprint goals
c) Address developers concerns
d) Avoid scope creep
e) Ensure that customer receives expected value from the developed solution
* Handled a vital role in phased roll out of new cargo system by providing support to the stations across the globe
* Handles the stabilization activities post cut over, and gather requirements based on user experience and feed backs on the production environment
* Negotiates the costs/effort on the solutions with customer and design solutions for the real-life business gaps

Project: Implementation of COE for Cargo and Logistics Services
* Contributes to RnD activities to add new offerings to the product suite works as a consultant for CoE vertical of the

* Contributes to RnD activities to add new offerings to the product suite works as a consultant for COE vertical of the product
* Published white papers to enable the RnD team to identify new services that can be added to the existing product suite and the high-level solution for the enhancement
* Validating the system configurations and refine the relevant ones and maintain a repo in confluence to keep track of the valid master configurations for every functionality
* Coordinates the periodic certification of the COE environment post latest build deployments

Role: Associate Consultant IBS SOFTWARE PVT LTD, TRV July 2014 - June 2017
Project: Implementation of Cargo Ground Handling Solution at POS Aviation Services Malaysia
* Engage client to gather business requirement by conducting Fit and Gap workshops.
* Translate stakeholder requirements to deliverable documents such as functional specifications and business process documents.
* Conduct workshop for understanding business process & gather requirements and preparing process flows
* Recommend solutions to clients based on industry best business practices
Responsible for addressing business clarifications from development team and data migration team.
* Extend support and guidance to testing team in reviewing the test cases and ensure proper flow of data in the system.
* Define business solutions for integration of android devices with other systems in the warehouse
* Define business solutions for IBS user forum requirements
* Coordinated SAT, UAT, end-user training and hand holding after go live

Project: Implementation of Loyalty Program Management system at Avianca Airlines & Sun Express Deutschland GmbH
* Acted as a domain and product consultant for the iFlyLoyalty product
* Handled super user training sessions for Avianca Airlines, SunExpress and Vanilla Air
* Worked in close collaboration with the business consultants and solution architects to maintain knowledge on every latest change in the system
* Conducted demo sessions and onsite workshops as part of the change management
* Developed SOP documents to enable the change management process
* Handled one-month long Train the Trainer program for the super users and call center agents
* Developed state of the art e-learning videos and uploaded the videos to LifeMiles LMS
* Conducting product training sessions for new joiners of all job levels
* Onsite cutover support by managing station rollouts

Role: Senior Technical Writer IBS SOFTWARE PVT LTD, TRV April 2011 - June 2014
Developing and maintaining end user documents for IBS products.

Education

UG: **B.Tech/B.E. (Computer Science and Engineering)** from **Sasurie College of Engineering, Anna University,** in **2008**

PG: **PG Diploma (Technical Documentation)** from **Keltron IT Education Centre, Trivandrum,** in **2011**

Other Qualifications/Certifications/Programs:
Certified Business Analysis Professional

IT Skills

Skill Name	Version	Last Used	Experience
ORACLE, MYSQL			
Microsoft Visio, yEd Graph Editor,Gliffy			
SVN, IBM Rational ClearCase, GitHub			0 Year(s) 0 Month(s)
Adobe Robohelp, InDesign,MS Office 2010			
Adobe Captivate, Camtasia			
ADOBE Photoshop, Fireworks,			
Illustrator, Dreamweaver			
Atlassian JIRA, HP-ALM			
devops		2020	1 Year(s) 6 Month(s)
Jenkins		2020	1 Year(s) 0 Month(s)

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Tamil				
Malayalam				

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time

Employment Status: Full time