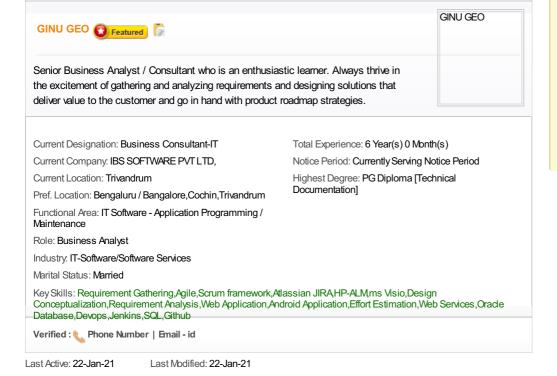


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Summary

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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

Work Experience | Education | IT Skills |

- * 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
- * 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 CoF vertical of the

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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 LifeMles 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.

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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

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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, WS 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)

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Tamil				
Malayalam				

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Affirmative Action

Work Authorization

Physically Challenged: No

Job Type: Permanent
Employment Status: Full time

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