



ANURAG KHATIWADA

Operations Lead seeking roles in Escalation Management, Risk Management, Delivery Management, Data Analysis, Operations Management, Client Management, Business Analysis, Business Operations, Service Management, Sales Operations

Current Designation: Operations Lead - IT	Total Experience: 8 Year(s) 0 Month(s)
Current Company: DataGenic (Enverus)	Notice Period: Currently Serving Notice Period
Current Location: Bengaluru / Bangalore	Highest Degree:
Pref. Location: Bengaluru / Bangalore, Chennai, Hyderabad	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Business Analyst	
Industry: IT-Software/Software Services	
Marital Status: Married	
Key Skills: Operations Lead, Business Analyst, Project Management, Data Management, Escalation Management, Risk Management, Agile Methodology, Process Automation, Data Analysis, Operations Management, System Analysis, Client Management, Business Analysis	
Verified: Phone Number Email - id	

Last Active: 20-Jan-21

Last Modified: 20-Jan-21

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Summary

Asolution driven and detailed oriented IT professional with almost 8 years of experience in Data lifecycle Management, Escalation Management, Stakeholder engagement, Operations Management, Project Management, Market Data Analyst, Energy & Commodities

Work Experience

DataGenic (Enverus) as Operations Lead - IT
Nov 2012 to Till Date

1. As an Operation Analyst

Highlights

? Monitor data collection, conversion and delivery processes to the client systems using GWS (in house tool) interface, VictorOps ? Monitor internal, hosted and cloud-based client implementations using SumoLogic, nagios etc. ? Communication with vendor and client on data delivery problems, data loading problems in client environments using Email and Jira. ? Release changes made to workflow processes by testing the respective process and deploying any changes to it to production systems.

Tools used: GDM, Jira, Confluence, Nagios, Grafana, VictorOps, Sumo Logic, SQL queries

2. As a Client Success Analyst

Highlights

? Carry out First Level of investigation into client query and determine whether it relates to data or functional/product query. ? Determine the Component, Type of the query and record in ticketing tool JIRA ? Investigate and try to replicate the issue using SQL queries, Excel and functions in GDM ? Troubleshoot SQL based servers performance issues and prepare detailed analysis for the technical team. ? Update client with results of the initial investigation and identify whether the issue has been escalated outside of support. ? Regular follow up internally and with the clients until the issue closure.

Tools used: GDM, Jira, Confluence, MS Excel, Excel add-in, SQL queries, Linux commands

3. As a Business Analyst

Highlights

Requirement gathering from the client for a new data request and then providing the necessary details to Data development team in a specification document.
Discuss the complex and custom requirements with clients. ? Dive into the source data for behavioral understating



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.

Processed the complex and custom requirements with clients. ? Dive into the source data for behavioral understanding using different excel functions. ? Creating a detailed specification analysis document for data development. ? Associate with internal teams to smooth delivery of the data release to the clients. ? Maintain documentation in confluence. ? Knowledge base on the EnergyMarket data. ? Experience in working with the Global team. ? Worked with data providers and Exchanges like Platts, CME, Argus, EPEX, ICE, ICAP TP etc and share good business relationship with them.

Tools used: GDM, Jira, Confluence, MS Excel, Excel add-in

4. As Operations Lead

Highlights

? Project Planning, Execution and Management, handling multiple projects for different clients. ? Working closely with the Product development and Product QA team on the product enhancement proposals. ? Participate in Technical proposal preparation, understand customer requirements and business opportunity/requirements identification, guidance, and support. ? Conduct daily standup on prioritization in Jira dashboard with data development, Business Analysts, Process Automation team. ? Responsible for complete daily data delivery and historical data delivery management. ? Active participation in the client meetings, collate feedback and work towards the process improvements to mitigate the gaps. ? Handle client escalations, prepare and produce detailed RCA document. ? Lead to high performance (team of 10-15) by assuming disciplined execution on the plan with a focus on driving client satisfaction. ? Experience working with global team operating from different time zones. ? Prepare and produce the weekly summary report to the higher management. ? Performance management, including objective-setting, performance reviews and career-development. ? Responsible for managing the annual hike and annual bonus from the allotted budget based on the performance matrix. ? Preparation and participation on the data security audits conducted by the data providers.

Tools used: GDM, Jira, Confluence, MS Excel, MS PowerPoint, VictorOps, SumoLogic

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Education

UG: **B.Tech/B.E (Electronics/Telecommunication)** from **Sri Revana Siddeshwara Institute of Technology, Bangalore** in **2012**

PG: **in 0**

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IT Skills

Skill Name	Version	Last Used	Experience
MS SQL, Oracle, Mongo			
SVN, GIT, SharePoint 2010			
Microsoft Office			
WINDOWS, LINUX			
JBOSS Application Server			
Wildfly Application Server			

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Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✓	✓	✓
Hindi	Expert	✓	✓	✓
Assamese	Expert	✓	✓	✓

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Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Countries: **India**

Job Type: **Permanent**

Employment Status: **Full time**

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