



RAVIKUMAR G

Senior Process Analyst

About Me

Organized, quick learner, dependable and successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.



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LANGUAGE

- Kannada
- English

EXPERTISE

- Advanced Excel with VBA Macros
- PowerPoint
- Educational Video making using Gifs & PowerPoint
- MIS Reporting
- Data Management

HOBBIES

- Digital Art (Digital Painting)
- Watching Movies

EDUCATION

Pre School | 2012

Annie Beasant Convent & High School at Bengaluru

Pre University in Computer Science | 2012 - 2014

Sheshadripuram PU College at Bengaluru

BBA in Marketing | 2014 - 2017

KLE Institute of Business Management at Bengaluru

PROFESSIONAL EXPERIENCE

Senior Process Analyst

Gallagher Service Centre | July 2018 - Present

- Liaised with staff managers to collaboratively design process change implementation plans.
- Developed standard operating procedures and document workflows to drive current and future processes.
- Trained 3 Batches
- Prepared Graphical presentation during client visit
- Prepared educational videos for process improvement.



ACCOMPLISHMENTS

- Automated most of the manual works in the process and across other teams through Excel
- Awarded Kaizenator (Most number of process improvement ideas) multiple times.