

CONTACT

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PROFILE SUMMARY

A proactive and results-driven professional with a proven ability to lead, teach, and manage in dynamic environments. Skilled in business analysis, project management, and fostering team collaboration. Known for transforming challenges into opportunities, optimizing performance, and delivering impactful solutions. Passionate about driving growth, improving processes, and empowering others to achieve their potential. Ready to contribute to organizational success with a focus on continuous improvement and innovative results.

EDUCATION

UNIVERSITY OF GREENWICH | JAN 2024 – FEB 2025

M.A, International Business Management

- Grade : **First Class With Merit**
- Project : An Effectuation Perspective on the Growth of International E-commerce in the Clothing Sector of Retail SMEs in the U.K.

INSTITUTE OF ROAD AND TRANSPORT TECHNOLOGY- Erode, India | 2015 –2019

Bachelor of Civil Engineering

- GPA: 7.2 / 10

WORK EXPERIENCE

Business Analyst & Quality Assurance Tester | June 2022 – July 2023

Agile Cyber Solutions – Nagercoil, India

- Led requirements gathering and process optimization for the Sustainion project, an ESG-focused platform for Turnkey (UK).
- Facilitated workshops and training sessions for internal and external stakeholders. Defined future state architecture for new business solutions and system improvements.
- Developed Power BI dashboards to provide real-time insights and support data-driven decisions.
- Conducted User Acceptance Testing (UAT) to validate business requirements and ensure quality delivery.
- Acted as the communication bridge between project teams, developers, and business stakeholders.
- Documented user journeys, business processes, and data mapping specifications.

Business Analyst Intern | April 2022 – May 2022

Agile Cyber Solutions – Nagercoil, India

- Managed project timelines, stakeholder relationships, and compliance with industry regulations.
- Analyzed operational data and developed risk mitigation strategies.
- Led cross-functional teams to optimize project execution and communication.

PROJECTS & INITIATIVES

Smart Survey (Client: Turnkey, Europe)

- Developed a web-based survey platform to streamline data collection and analysis.
- Designed an intuitive and user-friendly interface, significantly improving user experience and engagement.

Sustainion 2.0 – ESG Reporting Platform (Client: Turnkey, Europe)

- Contributed to the development of a scalable ESG reporting solution tailored for financial sector clients.
- Utilized data analytics and automation tools to enhance compliance tracking and sustainability reporting.

Risk Register – Risk Management Tool (Client: Turnkey, Europe)

- Designed a comprehensive tool to identify, evaluate, and mitigate project-related risks.
- Integrated real-time analytics features to support proactive decision-making and prioritization of critical risks.

SKILLS

- Business Analysis & Requirements Gathering
 - Process Improvement & Optimization
 - Stakeholder Engagement & Communication
 - User Stories & Use Cases Creation
 - Data Analysis & Reporting
- Business Process Mapping
 - Agile Methodology & Scrum
 - Project Management
 - User Acceptance Testing (UAT)
 - Problem Solving & Critical Thinking
 - Cross-Functional Collaboration

TECHNOLOGIES & SOFTWARE

- JIRA (Project Management, Agile workflows)
 - Power BI (Data Analysis & Visualization)
 - Salesforce Sales Cloud (Salesforce CRM)
 - MySQL (Database Management & Queries)
 - Postman(Automation Testing)
- Tableau (Data Visualization)
 - Microsoft Office Suite (Excel, PowerPoint, Word, Outlook)
 - Figma (Prototyping & Designing)
 - AutocaDD
 - Confluence(Project Management)
 - Apache JMeter(Performance testing)

CERTIFICATIONS

- Salesforce Marketing Cloud
- Scrum Fundamentals Certified (SFC)
- MySQL for Data Science

LANGUAGES

- English
- Tamil
- Malayalam

ADDITIONAL INFORMATION

- Right to Work in the UK: Eligible to work in the UK without restrictions