SAI GANESH S

- Business/ Data Analyst

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✉ saiganeshsb55@gmail.com
🗺 Chennai, Tamil Nadu
🔗 Web Portfolio

PROFILE

Empathetic and a value centric persona with an autodidact knowledge of data and digital marketing analytics skills, and 3.5+ years of operational expertise in cloud IT service management of over 5 different global clients under 4 different business sectors.

WORK EXPERIENCE

Process Manager – ITIL   May '22 – Current
(Mindtree)

Responsibilities:

- ETL Data Load Coordinator.
- Major Incident Management
- Change Management
- Problem Manager
- Stakeholder Management
- Business Reports.
- SLA Management.
- Cross Function

Process Manager – ITIL   May '19 – March' 22
(Wipro)

Responsibilities:

- IT Incident and Problem Backlog Trend Analysis.
- Track Operation CPIs and KPIs metrics
- Business reports
- IT Operation Dashboard - ServiceNow
- ITSM Process article documentation
- IT Automation optimization support
- SLA Management
- Cross Function

EDUCATION

2016 - 2019   SRM INSTITUTE OF SCIENCE AND TECHNOLOGY

- Bachelor of Computer Applications.

PROFESSIONAL SKILLS

- Business writing
- communication
- Analytical Skills
- People management
- Cross Function
- Presentation.

TECHNICAL SKILLS

- **Programming Languages:** R, SQL
- **Insights:** Power BI, Tableau
- **MS Office Suite:** Excel, Word, Access, PowerPoint
- **Cloud:** Microsoft Azure
- **Other Skills:** Front-end Web Development, Figma, ServiceNow (ITSM), SEO

CERTIFICATION

- Data Analytics Certified - Google
- Azure Fundamentals (AZ – 900) Certified – Microsoft
- Digital Marketing – HubSpot