

Dinesh Madhavan

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CARRER SUMMARY

Experienced Analyst with 1.7 years of expertise in conducting analysis and design tasks, simulation modelling, writing documentation, creating user personas, user stories, acceptance criteria, UML diagrams, UI Designs and presenting insights to stakeholders. Skilled in using SAP S/4 HANA, JIRA, Leankit and Stella Architect, with proven abilities in teamwork, decision making and problem-solving.

EDUCATION

MONASH UNIVERSITY

| MELBOURNE, AUSTRALIA

Master of Business Information Systems

FEB 2022 – DEC 2023

DR. N.G.P INSTITUTE OF TECHNOLOGY (AFFILIATED TO ANNA UNIVERSITY, CHENNAI) | COIMBATORE, INDIA

Bachelor of Engineering in Computer Science

AUG 2015 – APR 2019

Course Project: Network Forensics Detection and Prevention

- Built a web application using HTML, CSS, and JavaScript to create an intuitive and user-friendly interface for managing network security.

EXPERIENCE

Associate Analyst

SEPT 2019 – MARCH 2021

- Collaborated with product owners, developers, and testers, effectively translating stakeholder requirements into actionable deliverables such as epics, user stories, acceptance criteria, and process diagrams.
- Played a key role in business analysis, identifying critical business problems and providing insights for data-driven decision-making.
- Successfully managed and resolved Priority 2 (P2) issues, demonstrating strong problem-solving and critical thinking skills in high-pressure environments.
- Proficient in documenting and tracking project progress and issue resolution using JIRA, facilitating clear communication and efficient workflow management.
- Utilized RapidSQL for optimizing SQL queries and enhancing database interactions, significantly improving data retrieval processes. This optimization led to more accurate business decisions, better risk management, and financial forecasting, thereby enhancing overall business efficiency and profitability.
- Regularly conducted systems analysis, ensuring continuous improvement in systems processes and effective troubleshooting of problems.
- Authored and updated critical documentation, effectively communicating systems requirements and delivering comprehensive monthly status reports to stakeholders.

Skills and Technical Expertise:

- **Analytical Skills:** Proficient in business analysis, problem-solving, and critical thinking, with a keen attention to detail.
- **Technical Proficiency:**
 - Languages: C++, Python (Basics).
 - Web Technologies: HTML5, CSS, JavaScript.
 - Database Technologies: MySQL, RapidSQL.
 - Software Tools: JIRA, SAP S/4 HANA, Service Now, Stella Architect, Putty, Autosys.
- **Data Visualization and Reporting:** Skilled in Microsoft Excel , data visualization techniques for effective communication of complex data.
- **Project Management:** Effective in team management, collaboration, and project tracking using tools like JIRA and Service Now, MS teams, Leankit.
- **Communication Skills:** Strong presentation skills for communicating complex concepts to diverse audiences.
- **Design and Documentation:** Experienced in using Adobe XD, Figma, Lucid Chart for UI/UX design and process documentation.
- Applying design thinking methodology for innovative problem-solving.
- **Business Process Modelling:** Proficient in creating and interpreting Business Process Model and Notation (BPMN) diagrams, crucial for visualizing and improving business processes.
- **Stakeholder Management:** Experienced in engaging and managing stakeholders effectively, ensuring business objectives alignment.

ACADEMIC PROJECTS

Designed a sophisticated UI prototype for a gym website as a project for the unit System Analysis and Design

<https://xd.adobe.com/view/8363a15d-232a-43f3-89bd-0f20ef981cd4-d630/>

Designed a UI working Prototype for a recipe application on Figma as a project for the Unit User Interface Design and Usability

Designed a UI working Prototype for a carbon footprint application on Figma as onboarding project for the Unit Industry Experience

Collaborated with team members to develop a NFT platform as an assignment for the unit Project Management, utilizing MS Project, WBS, Gannt charts, people management, and stakeholder management to ensure successful completion of the project within the allocated timeline and budget, resulting in a high-quality report.

Led business analysis and UI design for the iBike Ride app, crafted user stories and acceptance criteria, designed interfaces in Figma, drafted the privacy policy, and developed the accompanying website [ibike.life], successfully launching the app on the App Store.

Developed a user-centric manual and BPMN diagram for SAP S/4 HANA sales processes, detailing steps for sales enquiry, quotation creation, and document flow review. The project showcased proficiency in technical writing, process visualization, and error management, key for business analysis roles.