

Dinesh Madhavan

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CARRER SUMMARY

Dynamic and detail-oriented Business Analyst with around 2 years of experience in product management, business analysis, and system analysis. Proven track record in leading cross-functional teams, managing product backlogs, and delivering innovative solutions that meet both functional and non-functional requirements. Adept at using Agile methodologies to drive product development and ensure alignment with business goals. Seeking to leverage my skills and experience in a role that requires extensive product ownership to drive impactful outcomes.

EDUCATION

MONASH UNIVERSITY

| MELBOURNE, AUSTRALIA

Master of Business Information Systems

FEB 2022 – DEC 2023

WAM: 72.42

Course Project: ibike.life (Business Analyst & Product Designer)

JULY 2023 – NOV 2023

- Collaborated within a **diverse and multidisciplinary team** on an IT for social good project aimed at reducing cycling accidents in Melbourne through innovative IT solutions.
- Developed **epics, user stories, acceptance criteria, personas and user journey maps** and managed the project using sprints.
- Actively contributed to the app's research, planning, agile development and project management using Agile Planview. **(Kanban Board)**
- Conducted **Minutes of meetings** and **Retrospective**.
- Created Wireframes, Mockups, Prototypes with Figma and Adobe XD.
- Conducted **user acceptance testing (UAT)** to refine app features before launching it on app store.

ANNA UNIVERSITY

| CHENNAI, INDIA

Bachelor of Engineering in Computer Science

AUG 2015 – APR 2019

EXPERIENCE

ALLIED IT

| MELBOURNE, AUSTRALIA

IT Technician / IT Support (*Freelance casual Employment*)

NOV 2022 – MAY 2024

Managed IT hardware setup, support, network maintenance, and cable management for major clients like CBA, Aurecon, and Allianz, resolving connectivity issues and enhancing operational efficiency

TATA CONSULTANCY SERVICES

| CHENNAI, INDIA

Associate Business Analyst (in BFSI Sector)

SEPT 2019 – MARCH 2021

- **Product Ownership & Backlog Management:** Defined, prioritized, and managed the product backlog to deliver on the product vision, goals, and roadmap.
- **Stakeholder Engagement:** Consulted with business customers, stakeholders, and cross-functional teams to build a shared understanding of the problem and solution, ensuring support for scope and delivery decisions.
- **Technical Oversight & Development:** Provided technical oversight to delivery planning and execution, ensuring that technical designs were fit for purpose.
- **Agile Methodologies:** Used Agile methodologies and managed projects using JIRA to create and manage sprint backlogs, user stories, and ensure smooth progress throughout the sprint cycles.
- **Data Analysis & Reporting:** Generated regular reports and dashboards on Tableau from data to present actionable insights to stakeholders, such as product managers and engineers.
- **Documentation & Process Improvement:** Created and maintained documentation such as product requirements, specifications, and SOPs. Proactively sought opportunities to enhance processes, tools, and methodologies to drive continuous improvement in product operations and outcomes.

SKILLS

- Business Analysis & Technical Documentation
- Process Analysis & Improvement
- Data Analysis & Visualization (SQL, Tableau, Excel)
- Agile Methodology (JIRA, Planview)
- UML Diagrams
- Project Management & Team Collaboration (MS Project, Trello)
- Customer Service & Stakeholder Communication
- Problem-Solving & Analytical Thinking
- Business Process Modelling (BPMN, Visio)
- Cloud Technologies (AWS Certified Cloud Practitioner)

TECHNICAL SKILLS

- **Programming Languages:** C++, Core Java, Python Basics
- **Web Technologies:** HTML5, CSS, JavaScript
- **Database Technologies:** MySQL
- **Tools:** JIRA, Miro, Visio, Lucid chart, SAP S/4 HANA, ServiceNow, CA Workload Automation AE, Stella Architect, MS Project, Microsoft Office 365, Tableau, Adobe XD, Figma, AWS Cloud.

ACADEMIC PROJECTS

- **Fitness Centre Case Study :** Prepared a detailed Analysis Specification Report with system diagrams, translated requirements into UML diagrams, and created a UI website prototype on Adobe XD.
- **Eco Track:** Led business analysis and created working UI prototypes for a carbon footprint application on Figma.
- **NFT Platform Project :** Collaborated with team members to develop a project plan report, utilizing MS Project, Requirement traceability matrix, WBS, Gantt charts, and stakeholder management tools.
- **Consumer Electronics Case study:** Developed simulation modelling on Stella Architect to analyse profit, budget, and conversion rates for a market case study, facilitating strategic decision-making and forecasting.