

Dinesh Madhavan

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CARRER SUMMARY

A recent Master's graduate in Business Information Systems from Monash University with around 1.6 years of experience in the IT industry. Skilled in collaborating with cross-functional teams, managing product backlogs, and delivering innovative solutions. Adept at using Agile methodologies to drive product development and ensure alignment with business goals. Experienced in creating user stories, user journey mapping, BPMN, and UI/UX design. Seeking to start my career as a Business Analyst to leverage my skills and expertise in driving business success.

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

TATA CONSULTANCY SERVICES

| CHENNAI, INDIA

Assistant System Engineer

SEPT 2019 – MARCH 2021

- Worked as an L1, L2 application support on CA Workload Automation AE.
- Identified issues in the application and provided fast technical resolutions.
- Effectively communicated with other system engineering personnel and senior executives on joint projects.

- Received appreciation from team members and managers for efficient handling and solving issues.
- Provided production support for distributed production management applications on ServiceNow.
- Resolved Incident tickets on **Service Now**, Splunk alerts, request tickets, and change tickets.

SKILLS

- Business Analysis & Technical Documentation
- Requirements Planning
- Data Analysis & Visualization (SQL, Tableau, Excel)
- Agile Methodology (JIRA, Planview)
- UI UX Design
- UML Diagrams
- Project Management & Team Collaboration (MS Project)
- Customer Service & Stakeholder Communication
- Problem-Solving & Analytical Thinking
- Business Process Modelling (BPMN, Visio)

TECHNICAL SKILLS

- **Programming Languages:** C++, Java, OOPS Concepts, Python Basics
- **Web Technologies:** HTML5, CSS, JavaScript
- **Database Technologies:** SQL
- **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

- **ibike.life:** Led a project to tackle Melbourne's cycling safety with innovative IT solutions, employing Agile methodologies and tools like Jira, Miro, Figma, and Adobe XD to develop user stories, acceptance criteria, user-centric features, culminating in successful user acceptance testing and app launch.
- **Fitness Center:** Developed a detailed Analysis Specification Report, translating requirements into UML diagrams.
- **NFT Platform Project Planning:** Directed project planning for an NFT platform, employing MS Project and stakeholder management tools such as MS Project, JIRA, Miro for effective execution.
- **Carbon Footprint Application:** Led business analysis and designed intuitive UI prototypes for carbon footprint and recipe applications using Figma, enhancing user experience.
- **SAP Sales Processes:** Created user manuals and BPMN diagrams.
- **Simulation Modeling:** Utilized Stella Architect for market dynamics analysis, supporting strategic decision-making.

ACADEMIC PROJECTS

- AWS Certified Cloud Practitioner
- Certified Scrum Master
- Lean Six Sigma White Belt
- Google UX Design