



Sathya Narayanan Sudhakar

SENIOR BUSINESS ANALYST

Details

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Links

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[dizaina.github.io](https://github.com/dizaina)
[facebook/sathya.remsit](https://www.facebook.com/sathya.remsit)
[instagram/sathyanarayanansudhakar](https://www.instagram.com/sathyanarayanansudhakar)
[twitter/MSatchitaR](https://twitter.com/MSatchitaR)

Skills

Frontend Development

Design Skills

Design Thinking

Backend Development

Customer Support

Strategic thinking

Business Analysis

Good people skills

Languages

English

Tamil

Highlights

- 10+ Years of Professional Experience.
- Inspiring team members to reach higher levels of performance through training, delegation and conflict resolution.
- 10+ years of experience in Agile methodologies (Scrum and Jira).
- 1+ years in conducting market research on a major competitor's products.
- 1+ years of experience in understanding business strategies, goals, and requirements.
- Analyzing and evaluating the current business processes and identifying areas of improvement.
- Strong communication, problem-solving skills, and experience effectively collaborating with all project stakeholders: Product/Business, Development, Quality & Release Management teams.
- Handle Goal setting, performance appraisals, career planning of team members.

Employment History

Senior Consultant, Infosys, Bangalore

APRIL 2022 – MARCH 2023

Highlights in Vendor Portal and Vendor central Management.

- Gathered requirements and product road-map.
- Identified and prioritized the functional and technical needs and requirements.
- Changed the process to eliminate variation.
- Using SQL, JIRA and Excel to analyze large data sets.
- Implemented business strategies, goals, and requirements.
- Performed variance analysis.
- Technical consulting role to oversee an engineering team and troubleshoot technical issues that involve engineering tasks and product releases.
- Active engagement in Architecture and Solution review.

Technology:

JIRA, Lucid Charts, Microsoft Visio, Confluence, Invision, Draw.io, SQL Developer, Automation Scripts.

Team Peak Size:

5

UX UI Architect, RSI India Pvt LTD., Chennai

SEPTEMBER 2021 – APRIL 2022

This product was about content management system.

- Conducted user research, such as user interviews, prototype testing, card sorting.
- Conducted competitive analysis.
- Used research data to determine where the pain points lie.
- Created personas and journey maps.
- Created site maps and other information architecture deliverables.
- Created wireframes and prototypes.
- Collaborated with a cross-functional team

Senior Business Analyst, AppViewX, Coimbatore

JULY 2015 – JULY 2021

This project was about Automating and Orchestrating Certificates (CERT+) and Keys (KEY+) in the Cloud, Edge.

Hobbies

Painting, Cleaning, Gardening,
Cooking

Highlights in CERT+ Product

- Planned product road-map, organized the engineering team and managed the delivery.
- Created clickable prototypes, comprehensive layout and wire frames.
- One-on-one interviews with customers.
- Managing Project team engaged in modernizing the target application following Agile Scrum Methodology.
- Handle Sprint Planning, Development Tracking and Support to Team.
- Estimation for enhancements/new module development & Resource Mapping & Schedule Plan.
- Participate in Agile Ceremonies - Daily Scrum, Scrum or Scrum, Retrospective meetings etc
- Drive development of Proof of concepts for redefined User journeys and visualize the solution upfront.
- Building Team, Mentoring and providing required support.
- Planning Deployment & Supporting production Sanity Testing.
- Taking up Ad-Hoc Request based on the bandwidth.
- Business process Diagramming, Wire-framing, Flowcharts.

Peak Team Size

25-30

Tools

JIRA, Lucid Charts, Microsoft Visio, Confluence, Invision, Draw.io, SQL Developer, Automation Scripts.

Modules

Dashboard, Inventory Management, Logging, User Journey, Automation, Discovery, Settings, Life-cycle actions, Policies and Groups

Initiatives

Design Thinking session for the product engineering team.

Contextual Inquiry session with new joiners.

Internal awards

Best Team and Most Valuable Player

Senior Software Engineer, Infosys, Chennai

JULY 2011 – JULY 2015

This Project was about developing and debugging the official website of a giant telecom company of the USA. The enhancements involved in were Mobile First Approach.

Highlights

- Developed responsive web design for both desktop and mobile devices using Twitter Bootstrap 3.0 and Angular JS 1.3. <https://www.att.com/my/>
- Improved performance in Bootstrap and Angular JS.
- Created an agile approach for the customer experience.
- Led and trained team members and shared knowledge with customers.
- Investigated the root cause that are fixable across the technical stack in a project.
- Quickly learned technical stacks across AT&T projects.
- Been open-minded and flexible in the workplace.

Peak Team Size

- 15-20

Technology

- Angular JS, Bootstrap, HTML5, RWD, JSP, JQuery, SVN, JAVA, MYSQL.

Methodologies

- Agile

Modules

- Landing Page, Customer Registration, Rental Products, Rewards Program, Rental policies.

Initiatives

- UI/UX revamp of AT&T-INFOSYS leave portal.
- AT&T Non disclosure agreement portal as smooth signature pad using HTML5 canvas.
- Implemented and automated centralized SVN to send emails for the team members.
- Designed visual artifacts for INFOSYS internal communications.

Internal Awards

- Best Team and Most Valuable Player.

Education

**BE, ECE, Dr Mahalingam College of Engineering and Technology,
Coimbatore**

APRIL 2008 – APRIL 2011

8.9 CGPA

Competency

Skills

JIRA, Confluence, Lucid Charts, Microsoft Visio, Confluence, Invision, Draw.io, SQL Developer, Automation Scripts, WEB development, UX design

User-centricity

Usability experience with Contextual inquiry, Phone interview, Card sorting, Session recording, Adobe Photoshop, Adobe illustrator, Adobe after effects, Adobe XD, Invision studio