

SPOORTHY RAMESH

BUSINESS ANALYST

CONTACT



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Bangalore, Karnataka 560064

CAREER OBJECTIVE

To pursue a growth-oriented career with an organization that can give me an interesting, innovative, and challenging working environment to utilize my analytical capabilities, and creative ideas, with a self-motivated and positive approach within an organization that will help my professional and personal skills.

EXPERIENCE

March 2022 - October 2022

Business Analyst

IDC Technologies [TCS]

I worked for TCS on a banking project, Where I worked as Business Analyst and followed Agile methodology and Scrum events. Also, I have handled a few stakeholders.

I have also gained little knowledge of SQL.

Project details: Certificate Management Solutions (CMS).

My responsibilities in requirements gathering are:

- Analyze survey details that we have received from clients.
- Create a requirements template using confluence.
- Creating JIRA tasks for tracking the progress.
- Analyzing if the application is eligible for onboarding.
- Setting up a connection with clients to discuss and gather more information about the application.
- Explain the architecture of the software we use.
- Once the analysis is completed, we will move ahead with the onboarding of the application.
- Initially we start with connectivity testing by creating a dummy account and testing the connectivity with SSL handshake for Linux servers.
Once the connection is successful then we start with UAT onboarding using the JASON script and DAP portal.

Tools used:

Jira, Confluence, MS Office, Excel, PowerPoint, Microsoft Team, Outlook.

August 2018 - February 2022

Business Analyst 1

Oracle Solution Service PVT LTD., Bangalore, Karnataka

Project: Global Sales Operations, Fusion CRM, Client base: EMEA

Tools:

SCA(Sales Credit allocation Tool) , TUT(Territory Upload tool),

THT(Territory History Tool), Fusion CRM, CART, OSvC, Thunderbird.
Sales Operation's

I used all the above tools to perform my day-to-day activities. Once the orders are flown in the SCA tool I use to extract the report on day-to-day basics and prepare a tracker and work on the task. Order validation was performed every day. I was also handling issues raised by the compensation team and sales reps regarding their allocation Via email.

April 2016 - August 2018

Business Analyst

IKYA Human Capital Solutions, IKYA, ARIA

Project: Global Sales Operations, Fusion CRM, Client base: EMEA

Tools:

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Sales Operation's

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Concentrix Daksh Services India Private Limited

Practitioner: July 2015 - April 2016

- CRM
- Operations Retail Banking (Axis Bank)
- Collect customer's account details to provide information about their account
- Validating customer details, to know the rightful owner of the account for further process
- Prepare recommendations and make credit approval decisions on new accounts
- Research and analyze the account behavior and give information regarding such issue
- Reconcile transactions on customer accounts to ensure accuracy and completeness of the account information
- Prompting customers for pre-approved loan and credit card
- Guiding customers to use online transactions such as internet banking and mobile banking.

July 2014 - July 2015

Customer Care Executive

CanBank Computer Services Ltd

- Retail Banking and Credit
- Card(Canara Bank)
- Collect customers account and Card details to provide information of their account and
- Card
- Validating customer details, to know the rightful owner of the account for further process
- Prepare recommendations and make credit approval decisions on new accounts
- Research and analyze the account behavior and give information regarding such issue
- Reconcile transactions on customer accounts to ensure accuracy and completeness of the account information
- Prompting customers for pre-approved loan and credit card
- Guiding customer to use online transaction such as internet banking and mobile banking

Languages known:

English, Kannada, Hindi

Achievements: -Participated in "KWECC" workshop for effective communication

I hereby declare that the information furnished above is complete and true to the best of my knowledge and I bear the responsibility

for the correctness of the above-mentioned particulars

Spoorthy Ramesh

EDUCATION

January 2013

Bachelors Of Commerce

Bangalore University

SKILLS

- MS Office
- Excel
- Fusion CRM
- Sales credit allocation tool
- Jira

- Confluence
- DAP Portal
- UAT testing
- Keyfactor tool

LANGUAGES

- English,
Kannada,H
indi

ADDITIONAL INFORMATION

Personal Details:

Date of Birth:10-Sep-1992

Sex: Female

Nationality: Indian