

Venkatkumar M

Deputy Manager – Digital Transformation

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Professional Summary

- 7.5 years of IT experience as a **Lead Business Analyst** under **Agile (Scrum) & Waterfall** methodology of SDLC and a certified Agile professional and part of **Digital Transformation** Team
- Prepared business requirement document (**BRD/PDD/SDD**), requirement elicitation, gap analysis, scope finalization, impact analysis and designing potential solutions for CRM, Website application development & automating solutions using RPA.
- Customizing, developing, and automating business processes along with system integrations and performing **Cost Benefit Analysis**
- Evaluate process automation tools and provide **recommendations/opportunities** using different productivity levers. Identifying the best fit (Process Discovery/Opportunity Assessment/Process Re-Engineering/Process Excellence, Business Transformation, process improvement)
- Preparing wireframes, prototypes, Use cases, workflow process, user stories, Epics, Product Backlogs, **Product Roadmaps**
- Formulated client's test scenarios and prepared Requirement **Traceability Matrix** (RTM) for verifying client requirements
- Ensured data visualization and data modelling by preparing **reports and dashboards**
- Direct interaction with client on daily **Scrum calls** and participating in sprint planning, review & retrospectives

Skills

Requirement Management Tools: JIRA, SFDC, Confluence, SharePoint
Process Flow Tools: MS Visio, Blueworks
CRM/BPMN Tools: Salesforce, CRM Next, and SAP
RPA/Process Mining/AI Tools: UI Path, Automation Anywhere

Database/Cloud: SQL Server.
Language: HTML, SOAP, XML
Platform: Windows 10, MS Office Family

Projects Worked On

Project	Type	Client region	Experience
Ford Motors	Automobile	US	4 Years
Medtronic	Health Care	US	2 Years
Esure	Insurance	UK	1 Year
Silicon Valley Bank	Bank	US	1 Year
Granite Telecom	Telecom	US	6 Months
Vmware	IT Service provider	India	6 Months

Professional Experience

Company: HCL Technologies

Duration: Dec 2021 - Present

Project: Granite Telecom
Platform: RPA

Role: Deputy Manager – DT

Role Description:

- Prepared AS-IS & TO-BE process flows, VSMs, process re-engineering and formulating automation decks/proposals for clients along with Cost Benefit Analysis. Identifying LEAN, GB Projects, Volume analysis, FTE estimations
- Involved in Process Discovery and suggesting improvements.
- Direct interaction with client – Assisting technical, testing team, product team on deliverables
- Working on Agile methodology of SDLC and created user stories in JIRA and used Confluence for project artifacts
- Prepared PDD, BRD document.
- Capturing Keystroke information and liaising with development team

Company: Accenture Technologies

Duration: Dec 2018 – Dec 2021

Project: RPA CoE in Accenture

Role: Business Analyst- Technology

Platform: RPA

Role Description:

- Worked on various Fields – Banking, Insurance, Pharmaceuticals and Logistics.
- As a centralized team we would be approached by the projects within Accenture along automation ideas and budget.
- **Process prioritization:**
 - First will be involved in Pre- discovery and Discovery phase where we would sort out the eligible candidate for the automation.
 - This will be Finalized by carefully analyzing the end-to-end process along with the business value of the process.
 - Feasibility analysis and Complexity Analysis:
 - Will check the Input data, Silos, and the workflow of the process from the SMEs to create analysis.
- **ROI Analysis:**
 - We would compare the cost of the process if it performed manually with Automation cost which includes tool licensing cost and Dev cost Gathering info from Tech.Arch
- **Will be playing a major role in the below phase of automation:**
 - *Discovery Phase* – Identifying the right candidate
 - *Solution Design phase* – Creating PDD from the inputs of SME and work with Tech.Arch
 - *Development phase* – Validate the changes
 - *Testing phase* – Coordinate the test and recoding the results and get the sign-off
 - *Production or Stabilization Phase* – Comparing actual and expected results and record it.
 - *Handing off to support team* – Handing of Process guide, Change management process and traceability matrix to the support team
- Deep understanding of Rest and SOAP Services

Company: HCL Technologies

Duration: Jan 2015 – Nov 2018

Platform: Incident manager/ RPA Developer (End to End)

Role Description:

- **Major Incident Manager:**
 - Was working as a P1 and P2 Incident manager, where the major role is to involve various team in production critical and releasing advisories for stock holders during crisis.
 - Later in a year I was the operation's manager for the same team.
- **Automation analyst:**

- Finding out the opportunity for Automation which reduce FTE on the certain work, Performing feasibility analysis.
- Worked with Release and deployment management team.
- Given proof of concepts Using Automation Anywhere tools and submitted to the business.
- Created PPT's and show cased to the business on the progress and achievements by RPA.
- Once deployed did a support for the same until the process get stabilized

Certifications and Trainings

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| <ul style="list-style-type: none"> • RPA Program Manager Automation (360) • DIPLOMA IN RPA Business analysis | <ul style="list-style-type: none"> • Agile in the NEW • Ui Path Foundation, Orchestrator and Advanced developer |
| <ul style="list-style-type: none"> • ITIL v3 and ITIL 4 • Professional in A2019 | <ul style="list-style-type: none"> • PRINCE2 Foundation • PRINCE2 Practitioner |

Awards and Recognition

- Received **\$100 Gift card** from UI Path Company for successfully submitting project reviews
- Appreciation from Internal and external stakeholders for exceptional performance in project deliverables

Education

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| • B. E in Computer Science and Engineering in St. Peter's University | (2010-2014) |
| • 12 th State Board, Valliammal School | (2010) |
| • 10 th Matriculation, Valliammal School | (2008) |

Basic Details

PAN Number – AVFPV1785K
Passport Number –U3199133

Date of Birth – 06th April 1992