## **Kousar Chinnur**

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**Professional Summary**

Over all **10+** years of Experience in IT industry as a Business Support Operation Executive. Expertise in providing insightful analysis to Management for business development. Analytical and detailed-oriented professional.Responsible for contributing towards building and maintaining comprehensive operations and workforce level MIS. Specifically, with report strategic and operational KPIs related to people, operations, and projects with leadership and with internal stakeholders. Ensuring MFG BU processes are followed and executed and deadlines are met as per metrics. Looking forward for the Managerial position where I can enhance my skill and apply my experience and knowladge for the company and my Professional growth.

**Interpersonal - Core Skills**

* Good Experience in MS Office with intermediate to advanced skills in MS PowerPoint, MS Excel, MS Word and Power BI
* Knowledge of ServiceNow, Tableau and VBA, Power BI, CAPM
* Experience in Vendor Management, Invoice Processing, multiple Stakeholder Management
* Strong analytical reasoning, data interpretation, problem-solving abilities
* proficient in Preparing KPI’s Dashboards
* Excellent presentation skills, that reflect logical thinking and consultative approach.
* Experience in Revenue Forecasting /budgeting and resource allocation management.
* Experience in Demand management and Bench management
* Experience in Team handling Monitor and drive team performance as per defined objectives.

**WORK EXPERIANCE**

**CGI Information System and Business Consulting Services – Manufacturing Business Unit**

**Executive Business Operation (2015 to till Date)**

* Maintain key management information systems and operational dashboards/KPIs to share periodic reports with leadership and internal stakeholders.
* Collaborate with finance team to discuss on the Revenue leakage’s forecast adjustment/Revenue mapping.
* Provide PMO support to strategic initiatives and programs by creating and maintaining dashboards, project plans, tracking documents, meeting notes, and status reports.
* Responsible for publishing the Members Utilization report /timesheet report/Billability treand to leadership team.
* Responsible for building governance process for resource requirements such as software licenses procurement, training needs.
* Responsible for publishing weekly KPI consolidated status reports to Leadership team for develop and coordinate impactful presentations/spreadsheets to provide impactful business updates for strategic decision making.
* Responsible to ensure the mandatory training hours for members is achieved as per the deadline set by BU Leads.
* Closely work with GMO team to facilitate international billable travels for BU members and prepare the cost estimation ensure the travel cost is mapped as per budget.
* Responsible to Maintain Manufacturing Repository tool, collating and uploading all the required confidential documents.
* Closely work with Project managers and Create a new Project Department IDs , Project members allocation, responsible for mapping to the appropriate project id’s , ensuring ‘0 errors on the member mapping and handling member movements to new projects with ‘0 revenue leakage.
* Responsible for Maintaining the Department ID Tree structure for Senior level - weekly review.
* Responsible to work with team members to ensure all the Adhoc requests are addressed timely and reached result as targeted.

**CGI IT and Business Consulting Services – MIG Business Unit - CTH -HR Recruitment Department MIS Analyst (2011 to 2015)**

* Responsible for New Joiners document verification / Vendor Invoices Verification.
* Processing Vendor Invoices in eProc Tool and process for submission and approvals.
* Responsible to arrange and address onboarding for New Joiners.
* Responsible for preparing and releasing offers letters to New Joiners with required business approvals.
* Publish Demands Progress report on daily and weekly basis with SUB BU Leaders
* Publish Meeting Dashboards for the weekly leadership call, ensure all the required justification in place to address the meeting and have the smooth closing. Capture Minutes of meeting and action to closure.

**EDUCATION DETAIL**

* **PGDBA** in Business Administration (HRIS) from Symbiosis University.
* **BBA** – Karaikudi University Tamilnadu.

**Achievements in CGI**

* **Pat on the Back** Award in 2016 and 2017
* **Promoted from Sr. Associate to Operation Executive** in FY2018-2019
* Received **Gold Award** in 2021
* **Thank You Award** from BU VP for running the MFG BU Operational and other activities smoothly for the achievement for headcount growth from 350 to 1050 in current growth.