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| pavithragopalakrishnan  Fortuna Krrish Apartments, Kalkere, Bangalore - 560043 | Phone - +91 9900019737  Email – Pavithra.Gopalakrishnan@gmail.com | LinkedIn Profile – Pavithra Gopalakrishnan |
| An enthusiastic professional having 8 years of extensive experience and expertise as a Business Analyst and Project Manager. My experience spans across very esteemed organizations and sectors across Banking Financial Services & Insurance (BFSI).  In my previous role as a Team Leader, I have leveraged my key strengths such as Analytical, Problem Solving, Project Management and Negotiations to bring value to the organization by achieving the program objectives. |

# key Skills and competencies

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| * Expertise in functional flow documentation * Evaluation of profitability and requirements * Reporting skills and quick decision making | * Applications Testing and verification * Project Monitoring and Management * Client Relationship and Negotiation skills |

# Experience

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| **capgemini business services india ltd** **From:** ***September 2008 – August 2012***  **Title:** ***Team Leader, IT Business Applications***  **Roles and Responsibilities:**  **Projects Scoping:**   * Client interaction for requirements gathering and scope finalization. * Assist Program Leaders and Business Owners in defining the Business case.   **Projects Planning:**   * Suggest the appropriate IT applications to Business for productivity gains. * Plan and design the process flow within the WorkFlow solution per Client requirements. * Frame Project plan and coordinate to abide by it. * Train the offshore team / onshore team after the development of the workflow.   **Projects Execution:**   * Apply analytical and problem-solving skills to maximize benefit of IT System investments. * Check for Business and IT Controls requests made by Business Users in terms of workflow. * Prepare Functional and System specification documents and business proposals. * Monitor progress of development and ensuring timely delivery of request. * Communicate and align on technical information to non-technical audience. * Manage testing, system integration, debugging and troubleshooting of the application. * Ensure adherence to Quality & Security norms across the development and implementation process.   **Projects Closure and Post Implementation Review:**   * Extend post-implementation, application maintenance and techno-functional support to the client. * Generate and compile reports based on findings with causes & solutions to systems issues. |
| **tata consultancy services LTD. (Tcs)** **From:** ***December 2005 – August 2008***  **Title:** ***Senior Process Associate***  **Roles and Responsibilities:**  **Accounts Payable (Freights):** As my role within the Accounts Payable team for Major Logistics and Carrier Client, key responsibilities included;   * Verification of accounts and delinquency payments. * Charge Backs for delinquency payments and resolving customer queries. * Check Manifest and send approvals to take delivery of goods at the Port. * Prepare Commercial invoices with the help of data provided by Distribution centers. * Make payment for Ocean Carriers on the basis on Invoices provided by the carriers. * Reconciliation of Tax sheets. * MIS report for Management on fortnight and monthly and quarterly basis.  **HP India ltd.** **From:** ***May 2004 – November 2005***  **Title:** ***Process Associate***  **Roles and Responsibilities:**  **Accounts Payable (Freights):** As my role within the Order Management team working for the HP India, key responsibilities included;   * Honoring the order received from customer on different configuration and check the feasibility of providing system in requested configuration. * Prepare Order entries in SAP and Check for on-time delivery of goods as per the order. * Orders follow up in case of delay in delivery. * Query resolving to Customers. |

# Education

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| masters in financial management (mfm), Year: 2006 **Pondicherry University**, Distance Education. |
| bacherlors of corporate secretary ship, Year: 2004 **Ethiraj College for Women** |

# Personal details

**Date of Birth:** 11th May

**Languages:** English, Tamil, Telugu.

I hereby declare that all the above given information is true to the best of my knowledge and if given an opportunity, I assure to perform to the best of my ability and for the betterment of the organization.

**Date: 29.08.2022**

**( G.Pavithra)**

**Place: Bangalore**