**Arvind P**

**Summary**

Accomplished **Business Analyst** with over 15 years of broad expertise collaborating with cross-functional internal and external clients. Creative problem-solver driving innovative solutions for seamless operations. Forward-thinking team leader and self-directed team player with proven success in improving efficiency and productivity. Prudent decision-maker with exceptional interpersonal, organizational, and communication skills.

**Summary & Key Skills:**

* **Having more than 15 years of experience in multiple domains: finance, healthcare, telecom, ITSM, and utility.**

**Requirements Gathering and Documentation:**

* **Documenting requirements for products, projects, or programs.**
* **Skilled in crafting Business Requirement Documents, User Acceptance Documents, Project Plans, Business Cases, and High-level Design**
* **Experienced in creating EPICs, User Stories, and Features on Azure DevOps board and similar tools.**
* **Providing these documents as support for development teams.**

**Analytical Support:**

* **Providing analytical support across the organization.**
* **Understanding key business processes, drivers, and technology directions.**

**Solution Development:**

* **Translating business requirements into functional solutions (system configurations or code development).**
* **Ensuring end user buy in and addressing end user challenges.**

**Technical Expertise:**

* **Utilizing SQL or other languages for data querying, mining, and visualization.**
* **Proficient in Power BI & Tableau**
* **Performing testing, troubleshooting, and resolving errors.**

**Business Analysis and Support:**

* **Collaborating with Business Relationship Managers and Project Managers.**
* **Investigating, resolving, and escalating problems as needed.**
* **Developing recommendations and business cases based on analysis.**

**Technical Skills and Development:**

* **Staying updated with evolving system development methodologies.**
* **Maintaining a consulting mindset and developing professional skills.**
* **Familiarity with a variety of technologies and applications such as data visualization, PowerShell scripting, Microsoft SQL Server, Office 365, etc.**
* **Experience with network troubleshooting, integrated workplace management, and building automation systems is desirable.**

**Project Management:**

* **Experience managing a portfolio of projects using Agile principles.**
* **Proficient in Agile, Waterfall, and Kanban development methodologies**
* **Created detailed project timelines and comprehensive project plans.**
* **Formulated and organized project schedules and strategic plans.**
* **Designed and structured project roadmaps and action plans.**
* **Constructed project timelines and formulated execution plans.**
* **Developed and coordinated project schedules and planning documents.**

**Stakeholder Engagement:**

* **Ability to communicate effectively and collaborate with stakeholders at all levels.**

**Procurement and Contract Management:**

* **Experience with procurement activities and contract management.**

**Technical Skills**

UiPath, Blue Prism, Kryon, Power BI, SharePoint, SQL, Automation Anywhere, Azure, DevOps Azure   
(Managing User Stories, Sources Code), ALM, Microsoft Office (Excel, Word, PowerPoint, Access, Outlook, Project)

**Certifications**

* Tech Mahindra Certified Business Analyst
* Certified Project Manager
* UiPath Certified Business Analyst, CBAP Business Analyst Training
* UiPath Certified Foundation Level 1 Professional, RPA Level 1 - Foundation Training
* UiPath Certified RPA Implementation Professional, RPA Implementation Methodology Training
* ITIL Certified, Axelos
* Robotic Process Automation Architect Training, Edureka!
* Big Data Hadoop Architect Training, Intellipaat (India)

**Professional Summary**

**Atos IT Soln & Serv Inc USA Dec 2021 – Present**

**Solution Manager**

**Requirement Analysis and Documentation:**

* **Develop Requirement Understanding documents to capture and analyze business needs and objectives.**
* **Document business processes, requirements, and specifications for various Project in Finance,Healthcare,Telecom, ITSM,Utility & Oil & Gas.**
* **Conduct impact analysis to assess the effects of proposed solutions on existing systems and processes.**
* **Maintain comprehensive documentation including business process models, requirement documents, and test cases.**

**Financial Analysis and Reporting:**

* **Utilize extensive financial experience to support financial processes**
* **Perform SQL queries and generate reports to provide insights for decision-making and process improvement.**

**Project Coordination and Management:**

* **Act as an onsite Single Point of Contact (SPOC) for offshore projects, ensuring effective communication and coordination.**
* **Collaborate with stakeholders across departments to gather and prioritize business requirements.**
* **Facilitate workshops and meetings to define project scope, manage expectations, and gather requirements.**
* **Ensure compliance with project timelines, budgets, and quality standards.**
* **Communicate project progress, challenges, and recommendations to stakeholders in a clear and concise manner.**

**Testing and Quality Assurance:**

* **Review and refine System Integration Testing (SIT) and User Acceptance Testing (UAT) test cases to ensure they align with business requirements.**
* **Participate in testing activities to validate functionality and performance of ERP system implementations.**
* **Conduct quality assurance checks to ensure adherence to project requirements and specifications.**

**Process Improvement and Optimization:**

* **Analyze business processes and workflows, recommending improvements and efficiencies.**
* **Monitor industry trends and best practices to identify opportunities for process improvements and automation.**
* **Collaborate with IT and development teams to translate business requirements into technical solutions.**

**Power BI:**

* **Design and maintain data models; transform data using Power Query and DAX.**
* **Develop interactive and user-friendly reports and dashboards.**
* **Integrate data from various sources, ensuring accuracy and consistency.**
* **Optimize Power BI models for performance and scalability.**
* **Gather requirements and translate business needs into technical solutions.**

**1. Tech Mahindra Ltd USA Jan 2012 – Dec 2021**

**Lead Business Consultant**

* **Identify and prioritize key areas of the business where robotic and intelligent automation solutions can drive significant business benefit.**
* **Defined scope and goal of RPA projects, driving the strategic and tactical rollout of RPA solution to clients and supporting operations teams during user acceptance testing (UAT) and rollout phases.**
* **Identified RPA use cases with good return on investment (ROI), full-time equivalent (FTE) and best suitable for RPA; identified process boundaries, determining opportunities to automate processes and functions; and identified bottlenecks, implementing new and improved processes and policies.**
* **Automated operational workflow by implementing UiPath and Blue Prism business lines into a new processing platform. Achieved 100% success in automation by analyzing claim operations and data and system issues to identify discrepancies for troubleshooting and corrective action.**
* **Conducted activity-based analysis of business processes and made recommendations based on findings, interfacing with clients, educating them on the benefits of automated processes, and delivering proposed solutions.**
* **Improved process automation end-user knowledge, producing documentation on protocols, system modifications, and programming flows. Documented process flows and developed requirements for functional improvements and enhancements; documented as-is and to-be process; and created Power BI reports for process reporting.**
* **Developed robots using Blue Prism and UiPath, and managed the robot's workloads using work queues. Developed automation with web browsers, Excel, PDFs, system applications, and database applications using UiPath.**
* **Deployed UiPath into Azure Environment, configuring robots to Orchestrator (deployed on Azure); and managed version/source control for UiPath using Team Foundation Server (TFS).**
* **Translated business requirements into higher-level conceptual design while ensuring program met performance, usability, scalability, and functional requirements; and documented process design document (PDD) and solution design document (SDD) for the RPA process. Manipulated data using pivot tables, pivot charts, and macros.**
* **Designed cost-efficient staffing solutions for healthcare, telecom, oil and gas, manufacturing companies using UiPath, and Blue Prism resource management software. Designed UiPath and Blue Prism process solutions in accordance with standard UiPath and Blue Prism design principles and conventions.**
* **Worked with cross-functional resources to implement end-to-end implementation life cycle management for RPA projects entailing discovery, identification, requirement, solution design, development, implementation, testing, production, testing, delivery governance, client management, and production support management.**
* **Managed projects, which included managing and communicating project risks, issues, and jeopardies and managing internal communications plan. Provided leadership for the project team to achieve goals of the Team, such as developing and managing the project schedule, including task dependencies and durations, and team resources.**
* **Provided general administrative leadership to project Teams such as driving tasks to completion, scheduling meetings, developing and providing agendas, issuing meeting minutes, and managing decision gate voting.**
* **Determining project status based on comprehensive input from the project team, and communicate status to all stakeholders. Coordinated with factories to monitor and manage project costs, ensuring appropriate documents were baselined as required.**

**2. British Orient Infotel (India), 2011**

**Senior Business Analyst**

* **Performed gap analyses; and analyzed business processes, conducting benchmarking study and trend analysis, and using various business tools to assist the critical decision-making process.**
* **Created scope document (as-is and to-be document) to work on business problem and convert the problem into requirement; created business requirement document (BRD), capturing functional and nonfunctional requirements; created use case document and use case diagram; created functional specifications, flowchart and Unified Modeling Language (UML) diagram; and created user stories via Epic for Agile project.**
* **Mapped business requirements for process enhancements, transferring the same to technical teams. Handled stakeholder management and explained requirements to the development group, providing functional understanding and participating in arriving at solutions with the development team for any implementation problems.**
* **Worked on business process management (BPM) or process optimization. Worked on both Waterfall and Agile methodology projects, demonstrating excellent knowledge of the Scrum Agile framework.**

**3.Su-kam Bangalore (India), 2008 – 2011**

**Senior Executive - Business Analysis**

* **Performed analytical review of business operations of the process, ensuring that business information was presented clearly, consistently, and on time leveraging concepts of Business Analysis Body of Knowledge (BABOK) IIBA.**
* **Spearheaded activities such as working out various business requirements and monitoring project operations for ensuring timely completion.**
* **Conducted requirement workshops, brainstorming sessions and interviews. Utilized Rally requirement management tools and Requisite Pro as an ardent analyst.**
* **Managed and executed user certification testing (UCT) and operational readiness testing (ORT), including issue documentation and handling.**
* **Oversaw end-to-end bid and proposal management, preparing responses to bids, RFIs and RFPs. Oversaw requirement analysis and solution designing; proposal creation, review and evaluation; and client interactions.**

**Additional roles: Officer - Business Development/Graduate Engineer Trainee, Electrolux**

**Education**Bachelor of Engineering, Electrical & Electronics Engineering, Birla Institute of Technology (India) 03/2005