

M.Mohanapriya

Senior Business Analyst | [9894584248](tel:9894584248) | priya25.psg@gmail.com | Bangalore

SAFE POPM | ITIL V3 | Prince2 | NCCMP | Business Intelligence | Advanced Diploma in Banking & Insurance

Photon Interactive Pvt Ltd | 27th October 2023

Summary

Extensive experience in assisting clients in analyzing, evaluating, and implementing business projects to meet performance expectations. Recommended business solutions and developed a broad working relationship with clients.

Highlights

- Analyse **business requirements** and recommend appropriate solutions for the same.
- Experience in **Agile & Waterfall Methodologies**
- Preparation of detailed **BRD/FRD** documents along with the flow chart
- Have good experience in Content Management System in **Sitecore**
- Preparation of **RFP & SLA**
- Preparation of **As – IS & To- be Process** document
- Preparation of Process flow using **WireFrame, Flowchart & UML Diagram**
- Preparation of in-depth, **Project planning, Program Increment, Features, user stories & acceptance criteria**
- Preparation of project presentation for the client
- Experience in **Market Research & Survey** for the project
- Preparation of **Process mapping Use case, Business strategy & Product strategy** for the project
- Experience in **API Integration, Payment Integration**
- Good Knowledge in **Azure Devops, JIRA, Confluence, ServiceNow**
- Managed a team of **10 -15 peoples**
- Have good knowledge in **SQL queries**
- Domain work in **ERP, Salesforce, MSDynamic 365, E-commerce, Education, Automobile, Manufacturing, Telecom, CRM, RPA, ChatBOT, Finance ERP, Gen AI**
- Good knowledge of **Ms Office (Excel, Word, Powerpoint, Visio, Ms Project).**
- Good Knowledge in **Power BI, Tableau, Data Visualization**
- Good Experience in **Braze SAAS platform**
- Good Experience in **Crown Peak (CMS)**
- Good Knowledge in **Shopify – Saas platform in e- Commerce**
- Acted as the liaison between Product, IT and sales teams to understand customer demand for new features and prioritize the product road map leading to a 35% increase in yearly revenue
- Owned the Product road map and meet 96% of all feature deadlines by proactively identifying and mitigating any engineering roadblocks
- Owned the planning and scheduling of two-week sprints and clearly articulated the product vision to engineering resulting in hitting 99% of the Product goals
- Worked with many stakeholders like BSNL, NIC, NTL etc...
- Managed the whole project by coordinating with the teams
- Preparation of **Project planning** in MS Project
- Preparation of **Project Budget**
- Good experience in **resource** management
- Have experience in Analytic

Accolades

- Received an Appreciation Letter from the client – Additional Director General (SCRB) – Tamil Nadu Police.
- Received a Quarter star award from Impiger Technologies

Education

Year	Degree/Diploma	Institution/University	Score
2011 - 2013	MBA-Finance	PSG – Institute of Advanced Studies (Coimbatore)	3.4/4
2008 – 2011	B.com	PSG – College of Arts and Science (Coimbatore)	73%

Certification

- Certified SAFE POPM.
- Agile Fundamentals (including Scrum& Kanban 2021)
- GenAI - In Progress
- Salesforce Admin (Lighter Experience) - In-Progress
- Sectoral Analytics Advanced - Finance (2021) - IBM
- Business Analytics (2020) (BI Dashboard & Tableau)
- PRINCE2 Foundation (2019)
- Information Technology Infrastructure Library (ITIL V3) (2015)
- SAP Navigation (2012)
- NCCMP - National Stock Exchange - Certified - Capital Market - Professional (2012)
- Advance diploma in banking and insurance (2011)

Experience

From: October 2023	To: till this date	Position held: Senior Product Analyst
Employer:	Photon Interactive pvt. Ltd., Bangalore	

From: Sep 2021	To: Sep 2023	Position held: Senior Business Analyst
Employer:	Impiger Technologies Pvt. Ltd., Chennai	

From: Sep 2013	To: Sep 2021	Position held: Consultant
Employer:	PricewaterhouseCoopers Pvt. Ltd., Chennai (thru) Contract	

From: Feb 2013	To: Sep 2013	Position held: Internship
Employer:	PricewaterhouseCoopers Pvt. Ltd., Chennai	

Projects

1.	Name of the Project	Neighborly - Mobile App	
	Period From: October 2024	To: Till this date	
	Client Name:	Neighborly	Position held: Product Owner & Scrum Master
	Responsible for:	<ul style="list-style-type: none"> • Preparation of Project Planning • Preparation of Program Increment with Features • Preparation of user stories & detailed Acceptance criteria with Jerkins Format • Need to do Functional Testing • Need to show client demo • Preparation of User Guides for new Features • Coordination between client & developer • Providing story points for each stories • Analyzing the capacity & Burndown chart • Conducting daily stand up, Sprint Retrospectives, Sprint Metrics Review 	
2.	Name of the Project	Essie/ La Roche posey/ L'Oreal Paris/Vichy - Brands	
	Period From: October 2023	To: September 2024	
	Client Name:	L'Oreal	Position held: Senior product Analyst
	Responsible for:	<ul style="list-style-type: none"> • Preparation of scope document • Need to categorize the client requirements in to content update, Enhancement • Preparation of User Guides for new Features • Analyze the Features available in Sitecore to fit in the client requirement. • Creation of user story • Given Sitecore Training to the clients • Coordination between the client and developer • Coordination with PM for User Story planning. 	
3.	Name of the Project:	Vendor onboarding Process	
	Period From: April 2021	To: June 2022	Position Held: Senior BA & Product Owner/Project Management
	Client Name:	Emircom LLC, Abu Dhabi	
	Responsible for:	<ul style="list-style-type: none"> • Prepared the extensive road map to complete the development within the Project Timeframe • Customized the Salesforce product as per the customer requirements. • Customization of Onboarding the vendor details, Purchase details, Vendor finance details. • Closely working with developer for Data Visualization - Power BI • Analyse business requirements and recommend appropriate solutions for the same • Preparation of detailed BRD documents along with the flow chart • Preparation of in-depth user stories & acceptance criteria • Coordination with development team & Client • UAT testing done in Sandbox • Presenting an application demo to the client 	

4.	Name of the Project:	Elixir Books	
	Period From: May 2023	To: Sep 2023	Position Held: Senior BA & Product Owner/Project Management
	Client Name:	Elixir	
	Responsible for:	<ul style="list-style-type: none"> • Prepared the extensive road map to complete the development within the project Time frame • Prepared BRD document • Preparation of User Manual • Preparation of user stories for ERP • Co- ordination with the development team & Client 	
5.	Name of the Project:	BOT Project	
	Period From:September 2022	To: April 2023	Position Held: Senior BA& Project Management
	Client Name:	Pricewaterhouse Coopers	
	Responsible for:	<ul style="list-style-type: none"> • Requirement gathering for BOT Project • Co- ordination with the development team & Client • Prepared budgeting for the project • Maintained resource for this project • Prepared BRD document for RPA UI path 	
6.	Name of the Project:	BOS Acceptance	
	Period From:November 2022	To: April 2023	Position Held: Senior BA& Project Management
	Client Name:	Pricewaterhouse Coopers	
	Responsible for:	<ul style="list-style-type: none"> • Requirement gathering for BOS Acceptance Project • Co- ordination with the development team & Client • Prepared documentation for GENAI to train the module • Coordinated with the developer to train the module • Prepared budgeting for the project • Maintained resource for this project • Preparation of understanding document • Prepared sequence diagram 	
7.	Name of the Project:	UPSI Compliance Project	
	Period From:December 2022	To: April 2023	Position Held: Senior BA& Project Management
	Client Name:	Pricewaterhouse Coopers	
	Responsible for:	<ul style="list-style-type: none"> • Requirement gathering for UPSI Compliance Project • Co- ordination with the development team & Client • Prepared budgeting for the project • Maintained resource for this project • Preparation of understanding document • Performed the UAT, before the application moved to Production. 	
8.	Name of the Project:	e-Sense	
	Period From: June 2022	To: August 2022	Position Held: Senior BA & Product Owner
	Client Name:	Navaneeth Publications	
	Responsible for:	<ul style="list-style-type: none"> • Prepared the extensive road map to complete the development within the Project Timeframe • Requirement gathering for Student Mobile application. • Creation of in-depth user stories & acceptance criteria 	

		<ul style="list-style-type: none">• Review of user stories• Co- ordination with the development team & Client	
9.	Name of the Project:	Hyundai Dealer One App	
	Period From: June 2022	To: August 2022	Position Held: Senior BA & Product Owner
	Client Name:	Hyundai Auto Ever India	
	Responsible for:	<ul style="list-style-type: none">• Prepared the extensive road map to complete the development within the Project Timeframe• Requirement gathering for various modules• Preparation of BRD document for each module• Creation of in-depth user stories & acceptance criteria• Co- ordination with development team & Client	
10.	Name of the Project:	Super App - Tamil Nadu Differently Abled Persons	
	Period From: Oct 2021	To: June 2022	Position Held: Senior BA & Product Owner/Project Management
	Client Name:	Department for the Welfare of differently abled Persons, Chennai	
	Responsible for:	<ul style="list-style-type: none">• Prepared the extensive road map to complete the development within the Project Timeframe• Requirement gathering for several modules, all our integrated with each other• Preparation of detailed BRD documents along with the flow chart• Prepared budgeting for the project• Maintained resource for this project• Coordination with UI design Team for framing the design for both Web & Mobile application• Coordination with development team & Client• Preparation of PPT for a client meeting• Presenting an application demo to the client• Monitor SDLC life cycle and ensure policies and practices	

10.	Name of the Project:	Voucher Management System	
	Period From: Jan 2022	To: May 2022	Position Held: Senior BA & Product Owner/Project Management
	Client Name:	Emirates Driving Company, Abu Dhabi	
	Responsible for:	<ul style="list-style-type: none"> Prepared the extensive road map to complete the development within the Project Timeframe Analyse business requirements and recommend appropriate solutions for the same Preparation of detailed BRD documents along with the flow chart Preparation of in-depth user stories & acceptance criteria Coordination with development team & Client Coordination with UI design Team for framing the design for both Web application Presenting an application demo to the client 	

11	Name of the Project:	Tamil Nadu Rural Transformation Project	
	Period From: Oct 2020	To: Sep 2021	Position Held: Consultant & Project Management
	Client Name:	Tamil Nadu Rural Transformation, Chennai	

	Responsible for:	<ul style="list-style-type: none"> Prepared the extensive road map to complete the development within the Project Timeframe Analyse business requirements and recommend an appropriate solution for the same As-Is Study & FRS Preparation Monitor SDLC life cycle and ensure policies and practices Functional Testing
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12	Name of the Project :	Tamil Nadu e-Sevai Phase II	
	Period From: May 2018	To: Sep 2020	Position Held: Consultant & Product Owner
	Client Name:	Tamil Nadu eGovernance Agency	
	Responsible for:	<ul style="list-style-type: none"> Prepared the extensive road map to complete the development within the Project Timeframe As-Is Study & FRS Preparation SRS Review Analyse business requirements and recommend an appropriate solution for the same Monitor SDLC life cycle and ensure policies and practices Coordinate with the software vendor to perform investigations on application issues and provide effective resolutions Design provided for Dashboard Gap analysis of Software Development 	
13	Name of the Project:	National e-Governance Standard Technology Document	
	Period From: Aug 2017	To: April 2018	Position Held: Functional/Operational Consultant
	Client Name:	NIC Open Technology Group, Chennai	
	Responsible for:	<ul style="list-style-type: none"> Prepared technical/managerial white papers about open-source domain Formulated a comprehensive questionnaire as part of the primary research to gather open-source adoption pan India Analysed the open-source adoption trends across the globe through secondary research (Gartner, IDC, IEEE, etc.) Prepared case studies on implementations of Open-Source Software across various e-Governance projects Regular 1:1 meeting with NIC nodal officers for requirement gathering 	
14	Name of the Project:	Crime and Criminal Tracking Network & Systems	
	Period From: Sep 2013	To: July 2017	Position Held: Operational Consultant & Product Owner
	Client Name:	State Crime Record & Bureau, Chennai	
	Responsible for:	<ul style="list-style-type: none"> Project Planning, Implementation, evaluation, and assessment of Project plan including the ability to anticipate and address the project risks monitoring. Expertise in Business Analysis, Process Mapping, Business Process Assessment and Re-engineering (BPR), Change Management, and Functional Requirement Specification. Defined KPIs for the departments based on the vision, goals, strategic plans, and objectives of the state government Preparation Of To-Be Process Maps & Functional Requirement Specification Prepared IT Strategy, Revenue Models, and Functional Requirements for Government to Business services Experience in preparation of various project documents and 	

		detailed project reports <ul style="list-style-type: none"> • Good exposure to Visio, Excel, PowerPoint, Word • Tracking & Monitoring the Operation Maintenance by Validating the SLA for different System Integrators. • Fund Management & Forecasting the year wise expenses for the project 	
15	Name of the Project:	Aavin	
	Period From: Jan 2014	To: May 2017	Position Held: Consultant
	Client Name:	Aavin	
	Responsiblefor:	<ul style="list-style-type: none"> • IDMS - This system, developed as a web-based ERP, aims to computerize AAVIN's operations and improve efficiency • Collaborated with sales, operations, and logistics teams to ensure alignment across supply chain functions. (IDMS) • Assisted with the testing and validation of system configurations and workflows to ensure accuracy and efficiency. • Preparation Of To-Be Process Maps & Functional Requirement Specification • Prepared IT Strategy, Revenue Models, and Functional Requirements for Government to Business services • Mapped out current supply chain processes using tools like flowcharts and process diagrams to identify bottlenecks or inefficiencies. • Collected, analyzed, and interpreted large datasets related to inventory levels, order processing, demand forecasting, and supplier performance. 	