KOMAL BATRA

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EXPERIENCE

UPS Supply Chain Solutions, Atlanta, GA

Application Development Manager   **May 2017 – Present**

- Responsible for providing technology solutions to external and internal stakeholders for Warehouse Management Systems and associated applications such as Transportation Management, Distributed Order Management, Shipping, Visibility tools, and more.

Lead Business Systems Analyst   **April 2014 – April 2017**

- Worked on complex large-scale projects to capture business, functional and non-functional requirements. Manage requirements through the entire project lifecycle. Utilized requirement traceability to manage requirements and perform change impact analysis.
- Planed for business analysis work effort and deliverables required on projects ranging from implementations to strategic product development.
- Lead a team of eight business analysts with varying degrees of skill and experience. Mentor other Business Analysts on items ranging from requirement elicitation techniques to focusing on important soft skills such on communication and critical thinking.
- Launched new requirements management tool (Jama) usage across the team to increase requirement management effectiveness. Encouraged use of iRise Simulation Tool in an innovative way that has led to more accurate capturing of requirements.
- Developed requirements templates to suit various project types including development of requirements templates for healthcare validation efforts.

Senior Business Systems Analyst   **June 2013 – March 2014**

- Estimated project costs and timeline for new Warehouse Management System (WMS) business requirements validation projects. Coordinated resources with Resource Managers and produced project schedules with Microsoft project. Completed IT project approval process so that project teams could be assembled and projects started in a timely manner.
- Represented the Implementations BA team on a panel led by senior IT management to reduce the cost and timeline of new revenue Business Requirements Validation projects. Attended panel meetings, provided BA expertise, analyzed implementation BA activities and reduced BA costs by 15%.
- Developed Functional Requirements Document (FRD) templates and the methodology for completing FRDs that is followed by the Implementations BA team. Led requirements gathering sessions with subject matter experts, produced draft documents, elicited feedback and gained consensus and approval from stakeholders and management.
- Collaborated with WMS subject matter experts to develop a list of standard Business Rules and Requirements to be included in the Business Requirements Document template for WMS implementation projects.
- Developed a process from the ground up to capture Business and Functional requirements for custom reports, labels and shipping documentation for new WMS customers. Developed templates for mockups/simulations using iRise and specifications in MS Word. Rolled the process out to management, IT stakeholders, the BA team and the Functional User Group. This process actively reduced requirement defects in WMS implementations and reduced costs by catching defects early in the software development life cycle.

Business Systems Analyst   **November 2010 – May 2014**

- Completed BA deliverables for over 40 Business Requirements Validation and Implementation projects to bring new customers onto UPS warehouse management systems. All deliverables were completed on time and within budget.
- Completed deliverables for Analysis and Design projects that included capturing business and functional requirements and creating a requirements traceability matrix. Also produced feasibility study reports that provided a cost benefit analysis to the management team.
- Completed over 15 healthcare projects in line with UPS' regulatory standards.
- Worked on several complex projects ranging from hazardous materials to installation of third-party services including pick to light, conveyor systems and legacy conversions.

Manhattan Associates, Atlanta, GA   **May 2008 – October 2008**

Sr. Operations Analyst

- Recognized for initiating multiple improvement programs for enhancing and creating efficient reports that reduced monthly tasks by 20%.
- Automated existing manual processes by designing Microsoft SharePoint based work spaces to enable effective knowledge sharing, which improved efficiency for R&D department and resulted in a cost savings of $50K.
- Achieved co-ordination for process improvement initiatives across the R&D organization including process mapping, documentation and analysis, ahead of assigned deadline.
- Mobilized team of 10 members for achievement of CMMi Level 3 certification – conducted audits, communicated results organization wide and provided guidance to 12 teams on improving scores.

Philips Healthcare, Atlanta, GA   **October 2007 – April 2008**

Business Analyst

- Led team of five cross-functional personnel to design, develop, and improve processes for global operational aspects of customer service performance that helped in cost savings of $200K.
- Recognized for resolving challenging issues and was given key responsibility of managing transition of team to new SAP warehouse management system.
- Implemented process improvement techniques for the global customer services business, working in concert with other areas of the organization to ensure successful deployment.
- Effectively facilitated and motivated collaboration, agreement, and commitment among diverse global groups and multiple product organizations.

Nimble Systems Pvt. Ltd., Kuwait & India   **July 2002 – August 2007**

Business Analyst

- Developed documentation for over 120 projects including proposals, operational procedures, reports, project plans, manuals, reference materials and miscellaneous deliverables.
- Crafted strategy and business plans and conducted market research studies in support of specific client directions and initiatives.
- Conducted and coordinated financial, product, market, operational, and related research including competitive analysis.

Kunoozy.com, Kuwait   **August 2000 – June 2002**

Auction Manager

Managed operation of website from initial development to launch with a team of 4 members. Areas of focus included: Competitive analysis, quality control, database development, user analysis, and customer service and marketing strategies.

EDUCATION & PROFESSIONAL DEVELOPMENT

Full Stack Web Development certification, Georgia Institute of Technology (GATech) (2018)

UPS Certified Business Analyst (2013)

Six Sigma Green Belt certification from ASQ (2011)

PMP (Project Management Professional) certification from PMI (2009)

Certificate in Business Analysis - Villanova University (2007)

MBA, *Major – Marketing, Minor – E-commerce* - IILM, New Delhi, India (2000)

Received award for best overall performance in academic and co-curricular activities

TECHNICAL SKILLS

Programming: HTML, CSS, Bootstrap, JavaScript, JQuery, API, Node.js

Tools: GitHub, Firebase, Git, Slack, Visual Studio Code

Portfolio: https://komalbatra.github.io/Portfolio