

LEAD BUSINESS ANALYST

Experience

07/2016 to Current

Lead Business Analyst Charter Spectrum

- Supply Chain- Services, Industry: Hi-tech Manufacturing Established Business Cases, and laid out the Product Roadmaps for introducing new service portfolio offerings such as 'Extended Spare Depots' with 2x replenishment rate and enabling global partner manufacturing sites.
- Pioneered country-specific customizations and GRC requirements such as Brazilian Invoice Document of Record- NFe, and 'Next Calendar Day' fulfillment for Australia.
- Led the release of Cloud-based Service Request system for \$350 MN program with analytics, reporting features and accurate SLA tracking for 2-Hour & 4- Hour service entitlements.
- Planned Program Increments, prioritized Features for Minimum Viable Product, devised Go-To-Market Strategies for transformational programs like 'Elevated Experience' for critical accounts, automated product supersession etc.
- Reviewed SOX compliance and signed-off BAT in an integrated environment which included Salesforce.com, Service Now, Pega, Oracle R12, B2B, Mulesoft, and Oracle Service Cloud & Oracle Field Service.
- Managed Scrum teams, sourced experts in multiple technologies, coordinated JAD sessions to ensure zero schedule & cost slippages.
- Reduced Cost of Quality by 10% through Change Management, Prototype Reviews with CAB, Risk Plans and user manuals*.

07/2011 to 07/2016

Business Analyst Lovesac

- Conducted deep-dive sessions to identify process/system gaps to drive requirements such as sending triggers to Manufacturers for On-Time delivery of orders.
- Spearheaded design, development and adoption of in-house software deployment tool and automation testing framework to reduce ancillary activity time of 2 hours per person.
- Prepared Functional Design Documents and Workflows for enhancements such as Drop Ship fulfillment and Pre-Owned Equipment Processing to maintain operational KPI's.
- Designed robust Supply Chain solutions, performed system configurations, presented Proof of Concepts, and provided walkthroughs to secure buy-ins for new features, with Time-To-Market gains of up to 2 Program Increments.
- Key Outcomes: Devised the Cutover Strategy for seamless transition from Oracle R11 to R12.
- Ensured that offline ticketing to 30 B2B enabled Third Party vendors could handle 350 Labor dispatches per day.
- Ensured business continuity of Brazil Sales Order Fulfillment of 20K per year, by implementing Nota Fiscal Electronica (NFe) as mandated by Brazilian Tax authority.
- Implemented Lean and Six Sigma in Set Top Box BU to reduce the volume of Priority 1 & 2 issues by 25%.
- Improved CSAT from 3 to 6, on a scale of 8 mainly due to the reduction of service turnaround time, from 5 hours to 3 hours.
- Business Processes: Order to Cash, Procure to Pay, Shipping & Reverse Logistics, Warehouse Management, Quote to Order, Service Contracts Management, Field Services.

04/2010 to 06/2010

Supply Chain Management Intern Webstaurantstore i¼ Collinsville

- Designed decision support application solution to resolve the Air Freight Fare discrepancies faced by the Logistics division.
- Performed Variance Analysis and provided a solution with higher visibility and cost control.

07/2006 to 05/2009

ERP Consultant Infosys Limited i¼ Lyndhurst

- Domain: Office Automation, Industry: Energy, Retail & Utilities.
- Performed Gap Analysis, Data Sufficiency, Data Mapping, B2B message enhancements and Functional Testing for Migration and Upgrade projects.
- Designed and implemented Multi-Language Support (MLS) for Ricoh-Denmark and Ricoh-Germany, to enable Service Contracts & Warranty Management in user-preferred language.
- Implemented Inventory Balance Conversion, Counter Groups Conversion with no costs to external failures, for Ricoh, to track and manage its products.

Education

2011

Master of Business Administration : Operations Management, Marketing Management Xavier Institute of Management and Entrepreneurship i¼ City India Operations Management, Marketing Management

2006

B.E : Computer Science and Engineering Anna University, MNM Jain Engineering College i¼ City India Computer Science and Engineering Summary

Results-driven Business Analyst with 9+ years of expertise in driving operational efficiencies across Manufacturing and Service Supply Chains. Versatile professional rolling out system capabilities in a cross functional environment, with proven track record in Product Management, Business Process Re-Engineering and Cut-Over Planning.

Certifications

Certified Project Management Professional by Project Management Institute in Sep 2016. *Certified by Oracle in Oracle E-Business Suite

Highlights

- Enterprise Resource Planning Governance, Risk and Compliance
- Requirements Analysis Supply Chain Management
- Project & Product Management Customer Relationship Management
- Lean, Agile & Quality User Acceptance Testing Applications: Oracle Applications R12 EBS, Oracle Service Cloud, Oracle Field Service, Salesforce, Pega, Service Now, Oracle Reports, Oracle Forms, E2Open, Tableau, and Oracle Application Testing Suite.
- Modules : SCM- Order Management, Inventory, Purchasing, Shipping & Logistics, CRM- Service Contracts, Depot Repair, Field Services, Install Base, Trading Community Architecture
- Software: MS Project, MS Visio, MS Office, Rally, JIRA, Field glass, HP Project & Portfolio Management, Quality Center, PL/SQL.

Skills

Agile, automation, B2B, Balance, Business Processes, Change Management, com, Contracts, Conversion, cost control, Customer Relationship Management, CRM, decision support, delivery, E-Business, Enterprise Resource Planning, Features, Forms, Functional, HP, Inventory, Logistics, Market Strategies, Market, MS Office, MS Project, Migration, Next, Office Automation, Oracle Applications, Oracle, Oracle Application, PL/SQL, Order Management, pen, Product Management, Project Management, Purchasing, Quality, reporting, Requirements Analysis, Retail, Sales, SOX compliance, Scrum, Set Top Box, Shipping, Six Sigma, SLA, Strategy, Supply Chain, Supply Chain Management, Tableau, Tax, user manuals, Upgrade, Utilities, Variance Analysis, Visio

Additional Information

- Technical Summary, Certifications & Awards *Secured "Mesh" award at Portfolio level for managing Complex Migration Project implementation in 2015. *Secured outstanding achievement award at Epic Level for managing Service Supply Chain project in 2017.