

BUSINESS ANALYST

Professional Profile

Innovative and self-disciplined professional, Graduated in Management from India with over 10+ years of experience in Customer centric support and corporate support services sector with career history of Lead strategic sourcing events, contracting activities, contract management, and supplier management activities. Subject Matter Expert for implementation and support of procurement, Vendor Relations and Pre-Qualification requisition systems. High quality experience in Vendor management operations with profound knowledge of accounting procedures and processes, Deep knowledge of supply chain. An ability to make business proposals presentations and business continuity plans. Developing assisting and executing strategic projects, with increased effectiveness of mentoring, guiding, and inspiring the engagement of team members. Utilizing existing reports and creating new report formats to monitor vendor performance and provide data for Weekly/Monthly/Yearly vendor scorecards. Capabilities in handling Vendors from various government sectors and international Companies based in Asia Pacific, Europe UK and USA. I look forward to a mutually beneficial association with a group of dedicated people bound by a common thread- The challenge of taking a business forward in a competitive atmosphere. I view my career as a means to an end - growth in all walks of life and to make the "world a better place to live".

Experience

Business Analyst 02/2014

Moody's Investors Service, Inc. Quincy , MA

- Providing a link between the company, Supplier's, Contractors, Consultants, the development team and any third party regarding software functionality throughout the development cycle.
- Responsible for scoping the business requirements and developing technical solutions.
- Involved in developing the implementation approach and managing the impact on all business areas.
- Responsible for all aspects of the project from business analysis to plan management.
- Responsible for analysing the needs of the business and its customers and coming up with solutions to business problems.
- Involved in the management multiple small projects, using Oracle ERP tools, to enhance the existing functionality.
- Managing the work from initial request through estimation, approval, requirements, build and implementation.
- Role: Responsible for analysing the needs of the business and its customers and coming up with solutions to business problems.
- Involved in the management multiple small projects, using Oracle ERP tools, to enhance the existing functionality.
- Managing the work from initial request through estimation, approval, requirements, build and implementation.
- Delivered Functional and User Acceptance Testing.
- Draft reports of findings, illustrating data graphically and translating complex findings into clear conclusions and recommendations Writing Business Requirement Specifications that successfully delivered necessary change in a manageable and non-intrusive way.
- Implementation of new designs within the Business Operating Model.
- Supply Chain modelling and advice on Planning Systems.
- Involved in workshops / training / presentations.
- Assisting in the preparation of user and system test plans.
- Managed the analysis and implementation of several large IT projects.
- Strategic analysis undertaken and delivered to inform, manage and drive stakeholder expectations.
- Analysis & design for a web-based adaptable workflow system for use across the business to streamline endorsement procedure for administrative and procurement processes.
- Operational Process Flow Reviews.
- Measure and evaluate the effectiveness of marketing, advertising, and communications programs.
- Draft evaluation reports that contain actionable recommendations Conduct in-depth data analyses using traditional and advanced methods Pro-actively come up to the Commercial Management with views and ideas derived from market analysis and insights, for development and improvement in the consumer needs segments.
- Involved in projects to review financial & budgetary systems and the redesign of systems for ERP /CRM regulatory.
- Knowledge of Expertise in System design and development required for business process.
- Having a thorough understanding of how IT interfaces with multiple functional groups within an organization.
- Able to test business applications from a business perspective to ensure that all client requirements are incorporated into the design.
- Management Understanding service objectives and capturing business requirements through active listening & questioning techniques.
- Keeping abreast of new legislation, company strategy and policy and being able to identify its impact on projects.
- Able to prepare written proposals, requirements specifications, invitations to tender and solution specifications.
- Able to identify business & systems process improvements from Big Picture to detail level.
- Excellent communication skills to manage and liaise with business and technical consultants to explore business process improvement.
- Jan'11 - Jan-14 with Chbib Trading Company as Business Development- Operations (Riyadh KSA) Job Description: Developed and executed contact strategy to optimize coverage and opportunity detection.
- Created Business plans and forecasts for vendors to maximize volume and productivity.
- Developed and Maintained solid business relationships with customers to gain incremental business.
- Trained and Supported vendors to provide sales and administrative tools required to meet business objectives.
- Provided information to management regarding product and service commitments.
- Prepared and Submitted comprehensive credit applications for lending decisions.
- Role: Determines operational objectives by studying business functions; gathering information; evaluating output requirements and formats.
- Designs new computer programs by analyzing requirements; constructing workflow charts and diagrams; studying system capabilities; writing specifications.
- Improves systems by studying current practices; designing modifications.
- Recommends controls by identifying problems; writing improved procedures.

- Defines project requirements by identifying project milestones, phases, and elements; forming project team; establishing project budget.
- Monitors project progress by tracking activity; resolving problems; publishing progress reports; recommending actions.
- Maintains system protocols by writing and updating procedures.
- Provides references for users by writing and maintaining user documentation; providing help desk support; training users.
- Maintains user confidence and protects operations by keeping information confidential.
- Prepares technical reports by collecting, analyzing, and summarizing information and trends.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.
- Skill/Implementation's:, Software Documentation, Software Development Process, Software Requirements, Analyzing Information , Teamwork, Software Maintenance, Written Communication, Promoting Process Improvement Mar'09 - Dec'10 with Saving Kingdom (Mamlaka Al Tawfeer), Store Manager (Riyadh KSA) Job Description: A commercially aware and highly successful retail store manager with a proven record of accomplishment in driving business forward whilst delivering high retail standards.
- A Consistent track record of improving efficiency, maximize profits whilst minimizing Costs.
- Ability to manage daily operations, and planning the use of materials and Human resources to ensure maximum efficiency.
- Role: Oversaw the entire store operations for the Flagship Store in Riyadh (4,000 square feet) Steered activities pertaining to Business planning, Revenue generation, Store management, Customer service, People management, Inventory management, Internal process, Visual merchandising, Vendor relationship Effectively managed a business worth 2 Million Dollars, with a team of 40 staff's including 1 Assistant Manager, 5 Department Managers, 10 Sales Officers, 20 Sales Associates and 4 Brand Promoters Steered efforts towards preparation and achievement of the annual business and budgeted parameters Detailing on day to day operations across the functions with timely decision making for smooth operations at store Recruited associates as well as organized training programs along with effective evaluation of their performances Ensured provisioning of excellent customer service as well as consistent performance on mystery shopping results Accountable for managing the cluster of stores (5 Stores) Engaged in deriving revenue through various brand product categories, maintaining store discipline/process compliance to attain operational excellence & ensuring stock optimization Ensured effective merchandise allocation, logistics operations and enhanced vendor relationship Responsible for hiring Sales Executives and evaluating retail parameters Accomplishments: Statistical Accolades: Successful in attaining consistent growth in mystery shopping audits from 60% to 75%.

Credit Analyst from Senior Collection Associate 07/2003 to 02/2009
First National Bank North Platte , NE

- Was awarded performer of the quarter Q3'05 for the highest Collection in a quarter of 113% Was awarded performer of the quarter Q4'06 for the highest Collection in a quarter of 104% Had been awarded certificate for doing Export compliance online training program for scoring the highest percentage of 89%.
- Was promoted as a Credit Analyst (Group Lead) (Subject Matter Expert) In Jan 2008 and was advised to take care of all the new hires in terms of training and understanding the complexity of business and its requirements.
- Key Result Areas: Had been trained by .Ed'McNally (regional head Trainer Europe Middle East Asia Pacific region and had been awarded with Graduate certification.
- Cedps, Omega, Dell Serve and FQM), did Business process improvement project (BPI) Yellow Belt; Project was considered in the top five projects and received appreciation from top Management.

Credit Analyst 07/2003 to 02/2009
With Dell Computers Inc

- Evaluated company credit control procedure.
- Managed due outstanding sales balances and reviewed credit limits.
- Enforced Direct Debit payment system and managed new credit management procedures.
- Administered overdue debtors and coordinated with external and internal customers.
- Corresponded about overdue accounts and assured establishment of follow-up contact.
- Handled allocations issues and collections issues.
- Role: Detail - Oriented Senior Credit controller with background leveraging credentials and hands on experience in quantitative / statistical analysis, budgeting, accounting and forecasting.
- Provide robust modeling and reporting to facilitate executive level decision-making.
- Strong analytical skills support business operations through analysis of key performance indicators and trends.
- Consensus- Driven communicators liaise across various business units and promote organizational successes.
- Rapidly adapt to new technologies and possess expertise with MS word, PowerPoint, Excel, Access, and broad range of statistical software.

Education

Bachelor of Arts 1999 Specialization Psychology & Litterateur Osmania University City , State , India

Skills

Operating System : Windows Platform Database : Microsoft SQL Packages : MS Office 2013, MS VISO. Computer Literacy : (Expert Level), MS- Word/MS-Excel/Ms-Power point/Internet ERP.CRM,