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⊕ Objective :

Seeking a challenging position in an organization that will provide an atmosphere conducive to growth and achievement.

⊕ Key Skills :

- 5 years of Industry Experience as a Business System Analyst, in the project/service delivery in the public and private sectors with a proven track record of leading and implementing large, complex. Senior Business Analyst I with extensive experience in software development lifecycle includes requirements gathering, requirements modeling, project management and business process re-engineering in diverse industries.
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⊕ Field of Experience :

- Currently with *Commissionerate of Land Administration* as Business System Analyst related to designs, builds, deploys, conducting need assessments, design and drive developments of IT system solution based on Agile methodology.
 - Involved with *TVS Next Ltd* as Business Analyst related to reimaging, design and develop software that builds a better future and IT Infrastructure management with a good understanding of SDLC methodologies especially Agile-Scrum and Waterfall with proficiency in conducting Joint Application Development (JAD) sessions, and requirement gathering sessions with business users, and development teams.
 - Involved with *TNeGA*, as Business Analyst related to Planning, Support, Operation, Analysis of Projects gathering business requirements, conducting need assessments, design and drive developments of IT system solution , based on Waterfall & Agile methodology.
 - Involved as a key player with *Tikono Broadband Ltd, Chennai* in Quality Department as Network Site Engineer.
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⊕ Total Years of Career Experience : 6 Years

⊕ Strengths :

- ✓ Adaptability & Team Management
- ✓ Leadership & Project Management

Career Profile @ Commissionerate of Land Administration ,Chennai :January 2022 – till now.

Organization : **Commissionerate of Land Administration Chennai,**
Role : **Business System Analyst**

The Commissionerate of Land Administration is a maintaining and managing production application was formed under the Land Administration Department, Government of Tamil Nadu to function as an intrinsic arm of the Government with a mandate to drive Governance in the State. Business System Analyst I with extensive experience in software development

lifecycle includes requirements gathering, requirements modeling, project management and business process re-engineering in diverse industries.

Major Role: Project Planning, Impact Analysis, Requirement Gathering and Analysis, Process Implementation & Improvement Activities, Microsoft Office, Requirements Gathering, Gap Analysis, Project Management, Documentation, UAT, JIRA, Agile, Waterfall

FUNCTIONS AND DUTIES:

- Establishing and maintaining rapport with both functional and technical staff with the purpose of coordinating analysis, design, and documentation as well as responding to business process issues and project prioritization requests.
- Recommending changes in workflows and practices to maximize effectiveness and efficiencies for the work unit.
- Assisting in the identification of gaps in business process documentation and analysis.
- Consulting on critical design decisions, reviewing various resources and preparing analyses or summaries.
- Identifying and documenting the design, development and/or implementation of non-functional requirements of built and/or purchased information systems.
- Responsible for analyzing the interactions among multiple applications
- Experience in working with government customers.
- Playing a Business Analyst or a Product Owner role.
- Working closely with Product Managers provides detailed feature and capability requirements for the members of an agile development teams.
- Facilitate and/or attend Project requirements gathering/clarification for complex projects with multiple technical stakeholders.
- Conduct meeting minutes from design meetings, demonstrations to stakeholders, Monthly status meeting.
- Conduct delivery demonstrations to stakeholders & review stakeholder testing issues, coordinate corrections with development team.
- Assist the development team in sprint completion by ensuring stories/bugs are in the correct status, facilitate unblocking of any blocked tickets, ensure/facilitate partner team collaboration on feature/epic completion.
- Work with Product Management to perform periodic testing throughout the development process and conduct user acceptance testing (UAT) of completed stories.
- Document final functionality of new/updated features when epics and features are completed.
- Manage all documentation for tasks (i.e. design, user guides, and technical).
- Strong project management skills, operating as part of a team organizing, planning and executing large-scale projects while leveraging on-site and/or off-shore resources from vision through implementation.

 [Career Profile @ TVS Next Ltd, Chennai : November 2020 – January 2022.](#)

Organization : **TVS Next Ltd Chennai, INDIA.**

Role : **Business Analyst**

The TVS Next Ltd is an high growth businesses to reimagining, design and develop software that builds a better future. Accelerated transformation is driven by bringing together curious, optimistic, and adventurous minds to help clients make a connection value from engineering, intelligence, and experiences practices that elevate human experiences to shape a better future by leveraging this connected mindset.

Major Role: Team Building/leadership, Process Documentation, Strong Analytical, Project Management, Technical/Business Analysis, Product/Pricing Updates, Inventory Reporting, Technical Support

FUNCTIONS AND DUTIES:

- Facilitated JAD sessions to embrace a problem's dimensions, possible causes, requirements, to propose alternative solutions and to reach a decision.

- Prepared Business Requirements Documentation (BRD), Functional Specifications Documentation (FSD) followed the UML based methods by using MS Visio to create use cases, activity diagrams, sequence diagrams, and collaboration diagrams.
- Coordinated work plan between the Project Manager and Client with MS Project, implemented and managed migration process & developer fixes, retested fixes, scheduled and tracked progress for team members of the project through completion.
- Organized meetings with the development teams to elicit use cases and document them.
- Interfaced with the client as part of the requirements engineering team to finalize the project scope.
- Assisted the Project Manager to develop both high-level and detailed application architecture to meet user requests and business needs.
- Responsible for data quality, data transformation through filtering, grouping, aggregation, and statistical calculation.

Career Profile @ TNeGA, Chennai: June 2017 – November 2020.

Organization : **TNeGA, Chennai, INDIA.**
 Department : **Project Management**
 Role : **Business Analyst**

Tamil Nadu e-Governance Agency (TNeGA), as a State Nodal Agency has been formed to support and drive all e-Governance initiatives of the Government of Tamil Nadu. TNeGA is implementing various e-Governance projects with the objective of making all Government services, Tamil Nadu e-Governance Agency aims to fulfill the Vision, Through use of Information Technology in Governance and delivery of services to public at their doorsteps. This e-Governance Agency was formed under the Information Technology Department, Government of Tamil Nadu to function as an intrinsic arm of the Government with a mandate to drive e-Governance in the State. To achieve this, a simple front end delivery mechanism, a robust back-end computerization, connectivity with adequate bandwidth (TNSWAN) and support infrastructure (SDC, SSDG, State Portal and other stakeholders) along with the application software integrated with the required MIS.

Major Role: Project Planning, Impact Analysis, Requirement Gathering and Analysis, Process Implementation & Improvement Activities.

Responsibilities:

- Evaluating business processes, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions.
- Leading ongoing reviews of business processes and developing optimization strategies.
- Staying up-to-date on the latest process and IT advancements to automate and modernize systems.
- Conducting meetings and presentations to share ideas and findings.
- Performing requirements analysis.
- Documenting and communicating the results.
- Effectively communicating the insights and plans to cross-functional team members and management.
- Gathering critical information from meetings with various stakeholders and producing useful reports.
- Working closely with clients, technicians, and managerial staff.
- Providing leadership, training, coaching, and guidance to junior staff.
- Allocating resources and maintaining cost efficiency.
- Ensuring solutions to meet business needs and requirements.
- Performing user acceptance test (UAT).
- Managing projects, developing project plans, and monitoring performance.
- Updating, implementing and maintaining procedures.
- Prioritizing initiatives based on business needs and requirements.
- Serving as a liaison between stakeholders and users.
- Managing competing resources and priorities.
- Helping Business Partners to understand our iterative development approach and focus on delivering a Minimum Viable Product through careful and deliberate prioritization.
- Working with design resources (internal and/or external) to ensure timely delivery of designs and assets to the development team.
- Managing the development team to prioritize, plan, and deliver software that meets client requirement.
- Analysing the root cause and resolve dependencies and issues.

- Preparing Complete status reports for production progress, work in process.
- Perform timely analysis and resolution to incoming support requests.
- Perform initial testing of problem corrections and enhancements.
- Implement configuration updates or changes via change management process.
- Working closely with the product owners to understand and analysis the concept notes and functional requirements.
- Monitoring deliverables and ensuring timely completion of projects.

Projects Handled:

Know Your Government Initiative – Acted as Business Analyst with overall responsibility for successful initiation, planning, Application portal execution, monitoring, controlling and closure of the project.

Web Portal Development for Amma e-Grammam - Acted as Business Analyst with Creating a One Stop Service Solution for the village area citizens, providing them with quality services like telemedicine, Financial Services, Internet Connectivity and other G2C/B2C services which are easily accessible at an affordable price round the year.

Teachers Recruitment Board - Acted as Business Analyst with overall responsibility of driving the release prioritization and planning activities with the product and business teams which includes the Hosting of Online Registration Application LIVE to the public and closing the project by releasing the final selection list.

Tamil Nadu e-Governance Standard Manual - Acted as Assistant System Analyst with overall responsibility of Formulation of State Specific Meta Data and Data Standards for common set of data in a phased manner and provide a common platform for promoting standards in e-Governance through a web portal besides working out mechanism for the creation and life cycle management of meta data and data standards through active participation of various stakeholders.

Other Departments – Tamil Nadu Slum Clearance Board, Tamil Nadu Fisheries Department, Tamil Nadu AadhiDravidar Housing Development Corporation.

[Career Profile @Tikono Broadband Ltd, Chennai: January 2016 to May 2017](#)

Organization : **Tikono Broadband Limited, INDIA.**
 Role : **Network Engineer**

Tikono Broadband Limited is a leading global information technology, the company would be building a comprehensive services framework that can deliver leading edge voice, video, IT applications and multimedia content services over any broadband or IP-centric network. Such a framework is targeted towards global internet service providers, who desire to offer next generation services to customers. Innovation is Tikona's driving force and that's why the company aims to create an environment for the young talent to conceive and incubate fresh ideas to develop and deliver useful services & solutions; thereby sustaining competitive advantages. Established in mid-2008 by veterans from the telecom industry, Tikona have built some of the largest networks in India for mobile, enterprise, broadband and DTH services. It is adequately funded by top-end global investors and is committed to comply with the highest standards of corporate governance.

Responsibilities:

- Worked closely with Network Engineer to understand handling maintaining, monitoring, installing and providing support for network hardware, software and communication links.
- Install, perform integration and provide support to all desktop based and server supported technology.
- Coordinate with customers and perform troubleshoot to resolve all application issues and maintain relationships with vendors plus networking system.
- Install, repair and upgrade all network and provide technical and onsite support.
- Maintain quality of services and perform preventative maintenance.
- Manage new launched tools and software into product generating and promoting framework.

- Provide backup to NOC and manage operating field groups via upgradation.
- Provide support and technical backup to protect ventilator.
- Monitor and resolve and all customer trouble ticketing process as needs.
- Resolve all complicated technical startup.
- Provide support to all IT sectors on regional basis and ensure growth.
- Document specific statements for overhauling causes of networking issues and evaluate same.
- Analyze and identify data processing modes for overtaking problems in upgrading database.
- Manage all duties efficiently for checking degradation.
- Provide customer care service for all projects and for defined time period following completion of project.
- Worked as a hands-on with the development team to prioritize, plan, and deliver software that meets client requirements.
- Developing functional understanding of the complete platform and act as a liaison between the product / business teams and the technology team.
- Driving the release prioritization and planning activities with the product and business teams.

Professional Qualification :

Bachelor Degree : BE –ELECTRONICS AND COMMUNICATION
Rajalakshmi Engineering College, Thandalam TamilNadu, INDIA.

Professional Skills:

- Agile Methodologies.
- MS Visio.
- JIIRA
- Cloud computing,
- Security Architecture.
- Solution Architecture.
- Database – Postgress.

Personal Profile :

Name : Muralidharan M
 Father's name : P Manoharan
 Date of Birth : 16/02/1993
 Passport No. : L1028937
 Nationality : Indian
 Languages : English, Tamil

Yours truly,
Muralidharan.M

Date:
Place: