

HARINI SIVANANDAM
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CAREER OBJECTIVE

As an accomplished Business Analyst with 11 years of overall experience in IT, including 8 years as Business Analyst, my career objective is to bring my proven expertise in translating business needs into effective solutions. I am passionate about leveraging data-driven insights to optimize processes, enhance decision-making, and drive organizational success.

PROFESSIONAL SUMMARY

- Current Company – Accenture Solutions Private Limited (Aug 2021 – present) 3.5 years of experience as BA in Banking & Life science R&D domain.
- 4.6 years (Virtusa Consulting Services Private Limited, 2013-2021) of experience as Business Analyst.
- 2.6 years of experience (Virtusa Consulting Services Private Limited, 2013-2021) in product modelling – PCM Tool, focusing on design and configuration of product models for Telecom industry.
- **Onsite Experience:** Worked at **client location (British Telecommunications-BT)** in – **Hatfield United Kingdom**, from November 2019 to July 2020.

CORE QUALIFICATIONS

- **Business Analysis & Requirement Gathering**
- **Stakeholder Management & Collaboration**
- **Analytical & Problem Solving Skill**
- **Product Control Manager Simulation Tool**
- **Banking, Life Science & Telecom Domain Knowledge**

TOOLS :

- **Visio, Figma**
- **Confluence**
- **Jira**
- **Agile**
- **HP ALM QC**
- **Power BI**

EDUCATION

- Bachelor's Degree in Engineering B.E.[ECE] from Saveetha Engineering College, Chennai, May 2013, 79.5%
- Higher Secondary in Our Lady's Matric. Higher Sec School, Chennai, Mar 2009, 84.5%
- SSLC in Our Lady's Matric. Higher Sec School, Chennai, Mar 2007, 89.5%.

PROFESSIONAL EXPERIENCE

1. **Accenture, Senior Business Analyst, Aug 2021 – Present**
Project : Banking - Cards, Client – Barclays, Jan 2023 to till date

- Leading initiatives in the **mobile banking application** domain, focusing on **enhancing user experiences** and rolling out personalized offers to customers.
- Collaborating with cross-functional teams to **implement ad servers** for delivering targeted offers and promotions within the app.
- Leading the **user authentication and navigation enhancements**, including deep linking concepts for seamless page-to-page transitions.
- Contributing to the **look and feel improvements** of the mobile application, ensuring a consistent and intuitive UI/UX aligned with customer expectations.
- Gathering and analyzing business requirements through **stakeholder interviews and workshops** for card-related projects.
- Translating requirements into **user stories with clear acceptance criteria**, facilitating effective sprint planning and development.
- Managing and tracking project deliverables using **Agile tools like Jira**, ensuring alignment with evolving business needs.

Project: Life Science R&D Services – Pfizer, Aug 2021 to Dec 2022

- Proficient in eliciting requirements via effective brainstorming & interviews with SMEs, Business Users, Product Controllers for Pfizer studies and web-based applications / products that holds Patient data.
- Experienced in Clinical Data Management and worked in DMW, InForm.
- Skilled in scoping and managing business requirements aligned with functional requirements. Utilized Visio to create precise data flow diagrams.
- Documenting the gathered requirements in ALM QC, updating RACI & RAID.

2. Virtusa Software Solutions, Business Analyst , Mar 2017 – Aug

2021Project1: British Telecom – While Label Managed Service

- Worked on several Change Request from the client to offer Business and residential customers, Ultrafast broadband upto 330Mbps download, to provide Apple Tv.
- Translate customer requirements into formal requirements and design documents, establish specific solutions, and leading the efforts.
- Preparing High Level Document, BRD, FRD and Design Document for team walkthrough.

Project2: British Telecom – WLMS – Developer, Mar 2014 – Mar 2017

Worked as a developer, creating Low Level design documents and post the walkthrough & review created products using product modelling tool, setting up the configuration and freeze the designed products. Created and Executed test cases and documented the defects.

PERSONAL PROFILE

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| ➤ D.O.B | 23-Dec-1991 |
| ➤ Father's Name | Sivanandam |
| ➤ Marital Status | Single |
| ➤ Religion | Hindu |
| ➤ Nationality | Indian |
| ➤ Languages | Tamil and English |
| ➤ Hobbies | Reading Books |

Place: Chennai

Signature
(Harini Sivanandam)