

Sooriya Pragash

📍 Chennai, India 📞 + 91 8825508235 ✉ sooriyadev24@gmail.com

Summary

Accomplished Business Analyst with a demonstrated academic background in management studies. Acknowledged for adept problem-solving skills and exceptional communication abilities. Proficient in efficient time-management, ensuring timely completion of tasks and projects. Demonstrates effective leadership by motivating teams to achieve goals and driving organizational success. Consistently delivers significant outcomes, adding value to organizational achievements.

Experience

Buyer's consultant • Settlin

Aug 2023 - Present

- Conducted client consultations to gain a deep understanding of their property preferences, budget, and requirements.
- Stayed updated on local real estate market trends, property values, and inventory through extensive market research, allowing accurate and up-to-date information to be provided to clients.
- Organized and coordinated property showings, accompanying clients during viewings and effectively addressing their inquiries regarding the properties.
- Utilized negotiation skills to secure the most favorable offers on behalf of clients, always adhering to legal and ethical standards.
- Provided comprehensive assistance to clients with all necessary paperwork, contracts, and disclosures, streamlining the buying process.
- Developed and maintained a strong network of contacts including real estate agents, inspectors, mortgage brokers, and attorneys, ensuring clients received comprehensive support.
- Empowered clients by educating them about the buying process, financing options, and market conditions, enabling them to make well-informed decisions.
- Delivered exceptional customer service throughout the buying process, ensuring client satisfaction and fostering repeat business.

Community manager • Freelancer

Dec 2020 - Jul 2023

- Managed online communities on various social media platforms, ensuring consistent engagement and interaction with followers.
- Developed and executed effective promotions and campaigns, resulting in increased brand visibility and customer acquisition.
- Monitored and analyzed campaign performance metrics to optimize marketing strategies and drive higher conversion rates.
- Collaborated with cross-functional teams to create engaging content and drive engagement through innovative ideas.
- Utilized data-driven insights to identify target audience preferences and tailor marketing efforts accordingly.
- Implemented social media advertising strategies to expand reach and attract new followers.
- Regularly monitored and responded to customer inquiries and feedback to maintain a positive online reputation.
- Stayed up-to-date with industry trends and best practices, constantly improving online community management techniques.

Business analyst internship • Balmer Lawrie**Dec 2022 - Apr 2023**

- Conducted extensive Business research project for the company, analyzing market trends and consumer preferences to inform strategic decision-making
- Acquired in-depth knowledge of HR roles and responsibilities through active participation in various HR initiatives.
- Assisted in the development and execution of marketing activities, including creating and distributing promotional materials, managing social media campaigns, and conducting market research
- Provided exceptional customer service by promptly addressing and resolving customer inquiries and concerns, resulting in a high level of customer satisfaction and repeat business

Operations executive • Infosys Ltd**Nov 2020 - Nov 2021**

Managed server security tools and software, ensuring effective protection against cyber threats. Handled service requests promptly, demonstrating strong customer service skills. Executed active directory tasks, optimizing user management processes. Implemented patch management for Linux and Windows servers, enhancing system performance and security. Ensured compliance with security regulations, maintaining security compliance systems. Maintained antivirus and backup software, safeguarding server data integrity. Utilized analytical skills to assess system vulnerabilities and recommend improvements.

Education**Project management essentials • Management and Strategy Institute****Jul 2023 - Jul 2023**

Project management

MBA • Anna University Ceg**Dec 2021 - Jun 2023****BCA • Loyola College****Jun 2017 - May 2020**

Grade: 6.8

Elastic cloud infrastructure • Coursera**Jan 2019 - Jan 2020**

- Demonstrated expertise in Elastic cloud infrastructure, with a strong foundation and proficiency in core services.
- Proficient in essential cloud infrastructure, ensuring seamless operations and optimal performance.
- Experienced in scaling and automating cloud infrastructure, streamlining processes and enhancing efficiency.

Projects**weather app****Jan 2020 - May 2023**

Loyola College

- Developed an Android Weather app utilizing Kotlin and Java
- Utilized Java and Kotlin to create a user-friendly interface
- Implemented functionality to find and display weather information for any desired location
- Demonstrated passion for weather and technology by creating an efficient and reliable app
- Employed Java and Kotlin to enhance the app's performance and accuracy

Exploring the factors influencing customer decision making

Dec 2022 - Apr 2023

Anna University Ceg

Explored factors influencing customer decision making in Adventure tourism at Balmer Lawrie Ltd. Conducted in-depth research on customer preferences and motivations in the adventure tourism industry.

Analyzed market trends and competitor strategies to identify potential opportunities and challenges.

Developed comprehensive reports and presentations to communicate findings and recommendations to senior management.

Collaborated with cross-functional teams to implement strategies to attract and retain adventure tourism customers.

Demonstrated a passion for understanding and improving customer experiences in the adventure tourism sector.

Contributed to the company's overall growth and success by enhancing customer satisfaction and loyalty.

Achievements and Awards

Event organisation

Sep 2022

Anna University Ceg

Conducted a highly successful event for World Tourism Day, attracting over 200 attendees.

Orchestrated and led a comprehensive seminar program, featuring renowned guest speakers and industry experts, resulting in a substantial increase in attendee knowledge and heightened awareness of global tourism trends. Demonstrated adept budget management skills, ensuring the efficient allocation of resources for optimal event execution.

Automation tool

May 2021

Infosys Ltd

- Developed an optimized PowerShell script that automated labor-intensive tasks in Active Directory, resulting in a significant reduction in task execution time from 3 hours to just 2 seconds.
- Streamlined workflows by implementing advanced automation techniques, leading to increased productivity and operational efficiency.
- Eliminated repetitive and time-consuming tasks through the creation and implementation of an innovative PowerShell script, resulting in significant time and cost savings for the organization.
- Demonstrated exceptional problem-solving skills by identifying the need for automation in the Active Directory domain and proactively developing a highly impactful PowerShell script to address the issue.
- Received recognition from upper management for successfully transforming a previously cumbersome and time-consuming process into a nearly instantaneous task through the strategic implementation of the PowerShell script.

Skills

Data analysis ,, Risk analysis and management, problem-solving ,analytical skills, critical thinking, Process improvement, Critical Thinking, python,mysql, Requirement Gathering and Analysis,, market research and project management