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Work Permit / Visa Status : JAPAN (Japan Student Visa) , JAPAN (Japan Other)

## Education Background

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### **RITSUMEIKAN ASIA PACIFIC UNIVERSITY (OITA : JAPAN)**

MBA / Graduation Date : 2019/09

Operations / Supply Chain Mgmt. GPA : 3.2

I am pursuing my Masters in Business Administration with Specialization in Innovation and Operations Management.

Thesis Details: Green and Sustainable Development in the Asia Pacific Region in the field of Manufacturing.

I worked for GBCC at Ritsumeikan Asia Pacific University organizing the global business case challenge competition.

I worked as Teaching Assistant at Ritsumeikan APU.

I received 100% tuition scholarship from University for outstanding academics and work experience.

I received Ryoichi Sasakawa Young Leaders Fellowship Fund (Sylff) Program scholarship. The Sylff program is a collaborative initiative of the Nippon Foundation and Tokyo Foundation.

### **UNIVERSITY OF CENTRAL MISSOURI (MO : USA)**

Master / Graduation Date : 2012/06

Industrial Eng. / Ope. Research GPA : 3.5

I worked as Teaching Assistant .

I was the leader for organizing Indian Cultural Week.

I worked at the student office as student adviser for new and existing international students by helping them how to settle in new country and environment

### **Jawaharlal Nehru Technological University, Hyderabad India (INDIA)**

Bachelor / Graduation Date : 2007/04

I was the college cricket team captain.

## Work History

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### **T-Mobile USA** (Software)

T-Mobile US is one of the largest providers of wireless voice and data communications services in the United States, Puerto Rico, and the U.S. Virgin Islands. The company's 56 million T-Mobile and MetroPCS contract and prepaid consumer customers use its networks domestically and are able to connect to the compatible network of Deutsche Telekom when in Europe. In addition, T-Mobile sells phones, tablets, PDAs, and accessories from such vendors as Apple, Nokia, and Samsung. It has about 8,000 T-Mobile and MetroPCS branded retail sites. T-Mobile US, Inc. is headquartered in Bellevue, Washington.

2014/06 - 2017/06 (Full Time)

Senior Business Analyst

( Job Category : IT Consultant Career Level : Senior )

- Plan, direct, and complete the analysis of business problems to be solved with automated systems
- Demonstrate Project Management skills, managing multiple small to medium complexity projects
- Provide technical assistance in identifying, evaluating and developing systems and procedures that are cost effective and meet user requirements
- Identify, evaluate and define impacts of any changes made to the new system and provide alternatives both to the application change considering all upstream and downstream systems, or identify if a change is a manual process taking into account the entire picture as well as the details

### **Microsoft Corporation** (Software)

Microsoft's mission has been to create software for the personal computer that empowers and enriches people in the workplace, at school and at home. As the world's leading software provider, Microsoft strives to produce innovative products that meet customers' evolving needs. Its core products are the ubiquitous Windows PC operating system and the Office business productivity application suite. Other products include enterprise applications (Microsoft Dynamics), server and storage software, video game consoles (Xbox), and digital music players (Zune). It also makes mobile phone software.

2013/09 - 2014/06 (Full Time)

Business Analyst

( Job Category : IT Consultant Career Level : Entry )

- Create Business Case Summary documents and publish the impact (Cost/Benefit) for different applications if we deliver the project
- Preparing training manuals for Customer Service Representative (CSR's)/End Users etc. depending on the change to a particular application
- Collaborate with business partners to understand business problems and the goals sought in addressing them

### **American Arbitration Association** (Internet Services)

The American Arbitration Association (AAA), New York City, NY provides services to individuals and organizations who wish to resolve conflicts out of court. The AAA role in the dispute resolution process is to administer cases, from filing to closing. The AAA provides administrative services in the U.S., as well as abroad through its International Centre for Dispute Resolution (ICDR). The AAA's and ICDR's administrative services include assisting in the appointment of mediators and arbitrators, setting hearings, and providing users with information on dispute resolution options, including settlement through mediation. Additional AAA services include the design and development of alternative dispute resolution (ADR) systems for

corporations, unions, government agencies, law firms, and the courts.

2012/11 - 2013/08 (Full Time)

Business Analyst

( Job Category : IT Consultant Career Level : Entry )

- Conducted workflow, process diagram, data analysis and GAP analysis to derive requirements for existing systems enhancements
- Created current state process flows to ensure business partners processes were understood and documented

#### **Genpact India** (Other Services)

Genpact Limited, incorporated on March 29, 2007, is engaged in providing digitally powered business process management and services. The Company is also engaged in designing, transforming and running a combination of processes, as well as providing solutions that combine elements of its service offerings. The Company's segments include Business process outsourcing and Information technology services. The Company offers various vertical activities, which include banking and financial services, capital markets, consumer product goods services, healthcare, infrastructure and manufacturing services, insurance and life sciences. In addition to these vertical activities, it also offers analytics and research, collections and customer services, consulting and transformation services, core industry operations services, enterprise application services, finance and accounting (F&A) services, information technology (IT) infrastructure management services, and supply chain and procurement services

2009/03 - 2010/12 (Full Time)

Process Developer-Procurement and Supply Chain

( Job Category : Supply Chain Management Career Level : Entry )

- Tracked the projects through all stages of production including: monitoring work orders and schedules, retaining proof approvals, while recording integral steps in production cycle
- Developed excel macros for daily data extraction from General Motors internal purchase order maintenance systems resulting in increased productivity of the operational team
- Resolved and coordinated any operational day to day issues within the team as well as with the suppliers and requestors
- Lead continuous risk assessment and implemented risk management strategies to everyday as well as long term risks along the supply chain to ensure continuity of the business operations

Most Recent Annual Salary : USD 90,000 per year

#### **Certificates / Skills / Self-PR**

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Japanese : Beginner level , English : Native level , Telugu : Native level , Hindi : Native level

I have excellent analytical, problem solving and technical skills and love to face challenges in my daily life, at work and everything I do. Because if there are no challenges, the scope for learning comes to an end. I believe that challenges enable us to do things that might be uncomfortable initially, however they actually lay a foundation to learn new skills, improving critical thinking abilities, adapting to changes and experiences. I am energetic, eager to learn, passionate and dedicated towards work.

In my professional career, I worked in the supply chain field where the end client was General Motors. As a Material Analyst procuring parts from suppliers around the world, one of the major challenge I faced was missing material requirement dates because of supplier issues, weather etc. I stepped out of my comfort zone and took one step ahead and worked with other facilities internal to General Motors to find similar parts that are not being used and had them shipped to the plant where the requirement was, ensuring

business continuity. I received accolades from managers at GM and an award for my exceptional performance. I always make sure to meet targets and deadlines.

In my career as an Information Technology Analyst, I received many appreciations from my managers for identifying issues in the system and proposing solutions for them. For example, while I was performing my regular duties as a Business System Analyst to develop a new commission's payment system, I was analyzing large sets of data for data accuracy and errors. I discovered that in the prepaid channel, most of the activations made by the dealers were not legit. I researched into this issue and found out that the dealers were committing fraud to earn more commissions for the month. I informed the management with proper set of data to prove what research I executed and how I arrived at the conclusion that the fraud was being committed. T-Mobile legal team executed official investigation and confirmed fraudulent activity and changed the business rules for payouts and enforced stringent rules against fraud. My research saved T-Mobile around \$300,000 a month towards commissions, for fraudulent activity.

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