

Jayaram R K

Immediate Joiner | Business Analyst | SaaS Product | LMS

Chennai, Tamil Nadu, India | rkjaya007@gmail.com | www.linkedin.com/in/jayaram-r-k-191a58181

Professional Summary

Detail-oriented Business Analyst with over 5 years of experience bridging the gap between business stakeholders and technical teams. Skilled in gathering and analyzing requirements, optimizing business processes, and delivering actionable insights through tools like Power BI, MySQL, and Excel. Experienced in Agile and Waterfall methodologies, process modeling, and user story creation. Known for clear documentation, cross-functional collaboration, and a strong focus on performance monitoring and data-driven improvements.

Professional Experience

Analyst – Business Solutions | ExpertusONE

April 2022 – April 2024 / Chennai

- Gathered and documented business requirements from cross-functional teams to improve LMS functionalities.
- Conducted gap analysis to identify inefficiencies in training workflows and recommended solutions.
- Translated client needs into functional specifications for demo environments and sandbox solutions.
- Collaborated with IT, sales, and product teams throughout the project lifecycle to deliver custom solutions.
- Created dashboards and performance reports using Power BI and MySQL to support decision-making.
- Supported UAT by coordinating issue resolution and validating system behavior.
- Ensured compliance with data privacy and security protocols across user and content management systems.

Associate Analyst | ExpertusONE

September 2020 – March 2022 / Chennai

- Analyzed business workflows and assisted in system design for LMS implementations.
- Prepared solution documents based on RFP/RFI inputs and delivered client-specific proposals.
- Created demo platforms and user stories aligned with business goals.
- Conducted system reviews and data validation during implementation.
- Participated in Agile sprints and backlog grooming sessions to refine project deliverables.

Data Entry Specialist | ExpertusONE

June 2019 – October 2020 / Chennai

- Maintained and validated LMS data related to learner roles, enrollments, and course assignments.
- Collaborated with eLearning content creators to ensure data accuracy and course alignment.
- Supported administrative operations by managing reports and tracking completion data.
- Assisted in manual testing of training workflows and content navigation.

Technical Skills

Analysis Tools: Power BI, Microsoft Excel, MySQL, JIRA, Confluence

Modeling & Documentation: Process Mapping, User Stories, Data Flow Diagrams, Visio

Methodologies: Agile, Scrum, Waterfall

Other: LMS (ExpertusONE), SCORM, xAPI, Performance Testing, Change Management