**AVINASH VS**

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**OBJECTIVE**

Obtained Master's in Business Information Management and Systems at La Trobe University, Melbourne and have developed intense knowledge in Analysis, Reporting, Managing IT Projects. Information Technology professional with 4.8 years of work experience as Business Analyst, keen to work in a Business Process Analysis or Change/Project Management capacity.

**CAREER CAPSULE**

* Business Analysis
* Requirements Analysis
* Business Process Improvement
* Project Management
* Agile Methodologies
* Stakeholder Management
* Superior Analytical Abilities

**TECHNOLOGY SKILLS**

* Business Analysis and (Gathering requirements, Documentation, Co-ordination, Data

modelling/Analysis, Work/Process Flow, Storyboarding/Dashboards)

* Operations support (Customer Service, Stakeholder Management, Logistics Support)
* Tools (Microsoft Excel, PeopleSoft Performance Management, SharePoint, Power BI)

**INDUSTRY ZONES WORKED**

* Casino
* People soft Performance Management
* Healthcare
* Mobile Solution Practice
* Media
* Retail

**EXPERIENCE**

**BUSINESS ANALYST, LA TROBE UNIVERSITY**

**Melbourne, Australia - Feb 2017 - Sept 2017**

* To understand the existing Performance Management system at client’s premise and propose solution for customer problem.
* Elicit requirements and document gathered requirements in the form of Requirement Analysis, Design documents, Implementation and Deployment documents, Data flow and process diagrams and User manuals.
* Developed interactive dashboards, reports and demonstrated the proposed system with working capabilities.
* Devised a strategy to highlight interesting patterns based on the data available in the system.

**CHRISTMAS CASUAL (Part Time), MYER**

**Melbourne, Australia - Sept 2017 - Present**

* Deliver up to date product knowledge by introducing and educating customers to new and exciting products.
* Assist with store merchandising and marketing initiatives.
* Recommend additional products or cost-effective alternatives to enhance service and satisfaction.
* Maintain and organize store displays to enhance product visibility and expedite product activities.

**Retail Skills:**

• Retail Sales

• Cash-Handling Accuracy

• Customer Service Excellence

• Loss Prevention

• Merchandising & Stocking

• Adaptability to work across various departments

**BUSINESS ANALYST (Full Time), SCIENTIFIC GAMES**

**Chennai, India - July 2015 - Dec 2015**

* To act as an intermediate between technical and other stake holders involved in requirement gathering, document gathered requirements in the form of functional design document and guide development & quality control team throughout the process.
* Understand the business requirements, strengths and weaknesses of the existing business processes and recommend solutions & areas of improvement.
* Analyze the required information and document the requirements, functional specifications, business processes and recommendations in regard to the proposed solution.
* Recommend solutions for in-house products and improvise the overall working of the product & document all proposed changes.
* Interact positively and build relationships with employees at all levels of the organization and communicate complex technology solutions to non-technical user base and management.
* Facilitate discussions and resolve conflicts among diverse stakeholder group.

**JUNIOR BUSINESS ANALYST (Full Time), COGNIZANT TECHNOLOGY SOLUTIONS**

**Chennai, India - January 2012 - July 2015**

* Act as a liaison between client and other stake holders involved in requirement gathering, documenting gathered requirements in the form of business requirements document, efficiently guiding development and quality control team & looking upon until successful completion of project.
* Communicate and collaborate with external and internal customers to analyze information needs and functional requirements to deliver a complete and comprehensive business requirements document on time.
* Decompose, refine and document requirements using a variety of graphical and textual techniques, including user stories, prototyping, use case scenarios and business process diagrams, functional requirements specifications, activity and process diagrams.
* Engage in multiple initiatives simultaneously and work independently with users to define concepts.
* Train junior resources to help understand the process & functionality.
* Manage requirements traceability matrix document and track requirements status throughout the project.
* Prepare business process work flows and corresponding use cases.
* Enable discussion among team members while providing functional process flow on change request.
* To support continuous co-ordination among development, system integration and performance testing team.
* Dedicated point of contact for various in-house applications.

**EDUCATION**

**MASTER OF BUSINESS INFORMATION MANAGEMENT AND SYSTEMS**

**La Trobe University, Bundoora, Australia - Feb 2016 - Oct 2017**

* Maintained an academic record of more than 75%

**BACHELOR OF ENGINEERING – COMPUTER SCIENCE**

**Anna University, Madurai, India - Feb 2007- May 2011**

**PROJECT WORK**

**ELITECOLUMN**

**Melbourne, Australia - Feb 2016 - Present**

* Created a social entertainment website from scratch without any professional aid.
* Determined SEO strategy and tactics necessary to drive traffic to the website.
* Devised an approach to bring up content in the first page of google within 4-5 days.
* Monitor and evaluate Web Analytics, Search Console dashboards & reports in order to develop and come up with strategies.
* Manage website analyses, competitor analysis, keyword research & composition, on-page & off-page optimization, and leverage analytic tools for the website.
* Social media manager and responsible for managing the website with WordPress CMS.

**INTERESTS**

**QUORA WRITER | MOTORCYCLE ENTHUSIAST | ONLINE BLOGGER | NATURE LOVER**