

Arun Kumar D  
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IT and Business Professional with 11+ years experience encompassing technical, Quality, Business analysis, people management and consumer driven solution portfolios with current assignment focused on critical success factors and continuous process improvement.

### **Career Summary**

Began career in June 2005 as Quality Associate in Mondial, Progressed as Quality Analyst into market and quality analysis, which involved Test design, Test Case execution, Defect Management and Status Reporting. In 2007, I stepped into Market research role which revolved around a range of quantitative and qualitative research methods and involved in proposing a research design to fit each client's unique needs and I was exposed to client interactions. In 2008, I moved into establishing relationship with the acquired clients for Sales, Advertising and Brand Communication. Handled a team of 20 then moved into the business improvement phase by implementing Lean six sigma methodologies. In 2010, I was responsible for driving compliance to business processes by the operations teams. I focus on achievement of critical success factors and continuous process improvement along with the project closure. In 2012, I handled a team of 50 in an interesting STEM Education Sector wherein closed contracts with Mad Science, NASA, NASCAR and US Army Strong. In 2014, I was the Senior Manager of sales and marketing, handling set of business analyst, presales, marketing and sales team to drive the software services of the company.

### **Skills & Certification**

- Certified in Bond Mathematics by D&B
- Certified in International Capital Markets by D&B
- Certified with Reuters for GCP in Financial Markets
- Certified in Six Sigma Green Belt

### **Work Experience**

#### **Head - Sales and Operations, STEMCHAMP (Aug 12 – Apr 16)**

Responsibilities:

- Strategic Consulting, including business plan & sales strategy development for STEM Champ
- Excel at communicating with stakeholders to provide accurate reporting and information regarding the ongoing projects and initiatives.
- Skilled strategist who transforms strategic plans into workable solutions and benchmarks performance against key operational targets/goals
- Advising new businesses and expansion in terms of STEM Education with International educators

#### **Manager - International Sales and Operations, Mavens Cloud Solutions (Aug 10 – Aug 12)**

Responsibilities:

- Involved in development and preparation of Business Requirement, Functional Design documents and procedures to process data.
- Analyzing the functional problems and determine techniques and requirements most feasible for processing the data.

- Involved in Planning the process, Creating Accurate Estimates, Managing risks and Executing
- Recruitment of Analysts, Team Leads and Induction of new employees towards the business process.
- Implemented Lean Six sigma for different phases of business improvement.

#### **Business Development Manager, Span (Oct 08 to Aug10)**

Responsibilities:

- I headed a team using methodologies like Focus groups, Email and Web based Surveys, Internet Based Research and Intercept interview based on the client request.
- I followed solutions like Market Feasibility and Competitive Intelligence, Product testing, Pricing Research, Market Segmentation, Purchase Decision Dynamics, Political polling and Awareness Studies.

#### **Market Research Analyst, Reuters (Oct 07 to Oct 08)**

Responsibilities:

- Key planner for the Automation work in Euro Bond, Fixed income department.
- Involved in determining the objectives, defining the scope of work, listing the task attributes and assigning the resources. Managed the risks by leveraging a risk analysis questionnaire.
- Sending out the Security information like frequency of coupons, day count, issue size etc to Investment Banking clients through Reuter's premium products like 3000 Xtra & Data Scope Fixed Income. Retrieving data from oracle database by using SQL queries for further analysis.

#### **Quality Analyst, Mondial (May 05 to Sep 07)**

Responsibilities:

- Involved in the preparation of QA Effort Estimation.
- Preparation of Test Strategy, Test plan, Test Summary Report, monthly metrics report.
- Raising Queries/Ambiguities in Analysis and Design phase and Interacting with the BA (Client) for Ambiguity Clarification
- Analysis on the Project Risks and preparation of Mitigation plans.

#### **Computer Skills**

Advanced computing skills in Windows, Linux and Apple, MS Office Suite, SQL, SAS, STLC, Six Sigma, Perceptual traces in SAP.

#### **Leveraging Strength**

- Remain calm under pressure and manage the emotions
- Resilience in recovering quickly from adversity and setbacks.
- Accept constructive feedback, reflect upon and act on this feedback

#### **Education**

- Completed International MBA From Marshall University, August 2007 with 3.5/4 GPA
- Completed B.E (Computer Science) From Anna University, April 2005 with 70%

#### **Personal Details**

Native/Nationality	Tamil Nadu, India
Languages Known:	English, French, Hindi and Tamil
Passport:	Yes