

UDHAYA. S
Sr. BUSINESS SYSTEMS ANALYST

Contact No: +91 9894206863.

Email Id: udhi91s@gmail.com

SUMMARY:

Experienced business analyst professional with expertise in a wide variety of business applications with dexterity specialized in applying technical expertise to develop insightful solutions applicable to current business practices with excellent interpersonal skills and the ability to build strong working relationships at all levels of an organization. Key competencies include:

- Business Development
- Agile Methodology
- Structured Project Management
- Systems Analysis and Design
- Analytics / Problem Solving
- Specs / User Documentation
- Budgeting / Cost Control
- Team Building / Leadership

PROFESSIONAL EXPERIENCE

eNova Software and Hardware Solutions Pvt Ltd, Coimbatore
Sr. Business System Analyst

June 2014- April 2018

Responsible for identification, implementation, documentation of business processes for Customer. Lead a team of ten members.

Responsibilities

- Work closely with Tech teams to analyze & understand customers' business needs, translate them into requirements for development & coordinate acceptance & launch of software products
- Exposure to collaboration and prioritization of sprint and agile methodology throughout SDLC, including planning and cost estimation through requirements for translating into data design and providing oversight in development and execution
- Coordinate with Lead system development to Review change requests and gathers information from user community to ensure quality of data and system stability.
- Documented and designed new operations and procedures manual that is currently being used by employees in the training and developing process that brought metrics within satisfactory levels.
- Analyzed and recommend system enhancements that complement and expand the functionality of the Software Applications, Marketing Campaign, Consumer Service and Customer Service departments.
- Performed cost- benefit analyses of proposed system enhancements.
- Interfaced with Sales, Marketing and Information Systems to analyze short and long term business goals and identify opportunities for process or system improvements.
- Established timeframes for completion of projects, and determined resources needed and oversee technical training.
- Performed continuous system maintenance and identify opportunities for improvements to meet the business needs and assure rapid and effective resolution of issues.
- Worked with test plans and test cases. Proficient in converting requests into finished deliverables.
- Evaluated, upgrade and install software applications.
- Ensured that appropriate business KPIs are established and measured to represent and track performance.

Responsibilities

- Participated in design reviews, recommended specifications for business applications and system capabilities.
- Defined and documented specification requirements.
- Wrote training manuals for end-users.
- Developed training programs such as: Troubleshooting guide, over Frequently Asked Questions.

EDUCATION

INFO Institute of Engineering, Coimbatore – Anna University

MBA., Human Resource and Marketing

KG College of Arts and Science, Coimbatore – Bharathiyar University

B.Sc., Computer Technology

PROFESSIONAL DEVELOPMENT

Digital Marketing Certificate:

- DIGITAL MARKETING: CUSTOMER ENGAGEMENT, SOCIAL MEDIA, PLANNING & ANALYTICS
(Columbia Business School – Emeritus Institute of Management)
- Google Certificate:
- Ad Words Fundamentals (Academy for Ads – Google)

TECHNICAL

- Proficient Microsoft Windows Operating System, Microsoft Office, Microsoft Project, Microsoft Access, Visio, Outlook.
- Knowledge of MySQL, Ubuntu, Drupal Basics, Wireframe tool such as Balsamiq.