**LOYED**

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**BUSINESS ANALYST**

Supply Chain Analytics Logistics engineering Product Implementation  Business Analysis  Requirement Analysis  Planning

* Execution  Reporting/ Documentation  Operations Management  Change Management  Incident Management  UAT  Technical Support  Relationship Management  Liaising/ Coordination  Product Training  People Management



**PROFILE**

* Technically competent professional with **experience of 14 years across Business Analysis, Supply Chain Analytics & Data**

**Visualization, Project Management, Techno Functional Analysis, Process Improvement, Requirements Analysis & Elicitation, Report Analysis and Team Management.**

* Spearheaded **as a Business Analyst with Sical Logistics Limited.**Well versed in understanding business case, gathering requirements and analysing it and translating it to system solutions.
* Highly skilled in delivering **Project Management and Business Analysis services by identifying the business needs** and assist in determining the solutions of business.
* Core strengths in **devising measures for enhancing operational efficiency leading to supply reliability & streamlining existing**

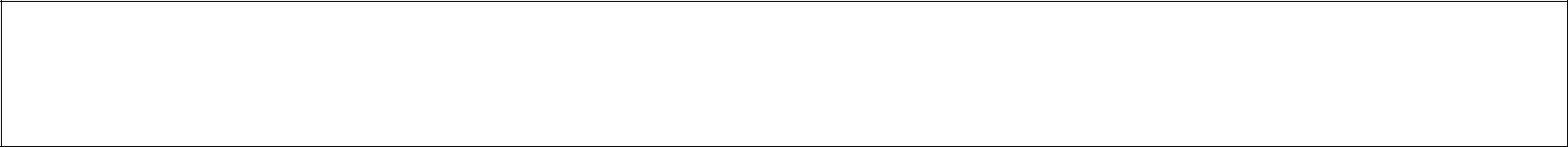
**Supply Chain Planning and Operations.**

o Implementation of Warehouse Management System.

o Route optimization and vehicle utilization for the daily scheduled deliveries. o Fleet management system for vehicle cost analysis.

* Proficient in **Business Analysis involving requirement & gap analysis, design, development, strategy planning, support,** **documentation**, implementation and maintenance.
* Expertise in **analysing business process set up to identify & eliminate quality snags** through realignment/ modifications/ redesigning of processes.
* Proven ability in **identifying & developing prospective clients while analysing their requirements, rendering technical guidance** over the various aspects of the business, establishing healthy business relations for securing repeat business & long-term customer loyalty and solving their queries & complaints efficiently.
* Consummate professional with **excellent communication, planning, execution, monitoring and problem-solving skills**, as well as the ability to handle multiple tasks in high pressure environments and under tight deadlines.

**Areas of Exposure**



* Extensive experience in IT industry with expertise in providing as-is and to-be work flow analysis and identify opportunities to modify, automate and streamline process to improve efficiency.
* Collect and analyze data on an ad hoc basis as determined by the needs of the business.
* Designed and deployed report with drill down & drill up options. Hands on expertise in R &Power BI.



**PROFESSIONAL EXPERIENCE**

**SICAL LOGISTICS LIMITED**

**Business Analyst**

**Mar’17-Feb’18**

* Responsible for functional/non-functional requirement gathering, solution mapping, requirement analysis and preparation of business requirement documents along with the creation of the help file for the system.
* Preparing Functional Specification Documents deriving from Business Requirements. Ensuring technical solutions are designed for performance, reliability, scalability, maintainability and supportability while leveraging industry’s best practices.
* Leading & supervising the implementation of new systems and ensuring proper functioning of existing systems.
* Providing support, coaching and mentoring to the team members to ensure that all objectives and commitments are fulfilled in line with expectations, agreements and standards.
* Developing dashboards to measure the KPI’s for the Cafe deliveries. Deployed Warehouse Management system for Cold Store, Vending Machine Spares & Automobile Spare Parts.
* Providing as-is and to-be work flow analysis. Enable Track& Trace by installing GPS devices into the vehicles.
* Implementing Transport Management system for Route Optimization and Load Utilization of the vehicles for the daily deliveries.
* Instrumental in setting up a call center with 2 representatives to support customer queries. Deployed Fleet Management System for the vehicle Maintenance and Cost Analysis.

**GAPBRIDGE SOFTWARE SERVICES PVT. LTD.**

**Business Analyst**

**May’15 – Feb’17**

* Gathered & defined business requirements to improve business processes, translated requirements into systems solution, performed Gap Analysis & Solution Mapping and oversaw deployment & installation of the Product.
* Provided domain support to the technical team and provided on-going training and documentation on the application and its various modules.
* Prioritized and resolved high volume of client and internal user requests, in addition to performing fast-paced installation and qualification procedures with deadlines.
* Provided guidance on the product & its requirements to the clients, extended active support during troubleshooting of bugs/errors and updated them on the regular product related developments.
* Improved the quality of customer support and service request processing with promptness, professionalism, communication and solution to application & database issues and maintained excellent client relationships.
* Allocated work to the team members, provided technical guidance to them and reviewed code & technical specifications prepared by them ensuring quality deliverables from system analysis and development teams.

**MERIT TRAC SERVICES PVT. LTD.**

**Sr. Executive (Data Processing)**

**Jan’15 – Apr’15**

* Gained knowledge of key analysis concepts & hands on experience in data preparation, cleaning data by using MS Excel (filling missing data, V look up, Pivot table, sorting and Graphs).
* Handled various kinds of projects, client servicing, and data interpretation. Understood a problem in business, explored and analyzed the problem.
* Instrumental in application processing and consolidated the candidates scores (student’s entrance exam scores for getting job or admission in Govt. Company or Educational Institutions). Part of the team who conducted the exam and consolidated the candidate’s scores and presented it to project manager.

**CONVERGYS INDIA SERVICES PVT. LTD.**

**Senior Escalation Office**

**Feb’07 – Jun’14**

* Responsible for managing the ongoing operations of delivering Technical Support to North American Consumers. Helped with strategic planning to merge other teams into the current.
* Managed a vendor team of 16 resources, along with the day to day operations, targeting, supporting and reporting on all projects.
* Monitored daily team reports – QOS (Quality of Service), AHT (Average Handling Time).
* Worked as a Tier II Support Analyst at Microsoft Office and Outlook Support Services (MS PSS).
* Promoted to Tier II for Support Analyst. Key responsibility was to find solution for complicated technical issues with Microsoft Office product line. Responsibility also included guiding and improving skill and customer service skills for Tier I.
* Acted as a Technical Support Analyst at Microsoft Office and Outlook Support Services (MS PSS).

**CHANDINI TOURS & TRAVELS**

**Administrative Assistant**

**Jun’03 – Dec’06**

* Advised customers on current traveling conditions, planned customer travel and itineraries, ticketing and booking functions, and calculated costs for transportation and accommodations from current transportation schedules and tariff books and accommodation rate books.
* Made necessary travel arrangements through travel systems, including airline, hotel, transportation reservations and travel advances.
* Proactively advised clients of the changes and arranged alternate Reservations. Arranged and updated all fare files according to Current Market and Supplier.
* Responsible for supervising daily transactions and petty cash accounts and ticket stock control budgeting.
* Provided all the required information to the clients regarding travel routes, reservations, cheap travel schemes and services offered while travelling and information on Hotel bookings.
* Handed client inquiries on phone or through emails and finding solutions to their complaints.
* Drove customer relations management initiatives to enhance value perception to ensure client’s continued patronage.



**EDUCATIONAL CREDENTIALS**

**Bachelor in Computer Application (BCA);** Sikkim Manipal University, Bangalore, India

**PGDM - Business Analytics (Executive);** IFIM B-School, Bangalore, India

**Additional Courses**

**Certificate**

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| --- | --- | --- | --- | --- |
| Analytics Base Course from Analytics Training Institute, Bangalore | | |  |  |
| **Languages Known:** English, Hindi, Kannada, Tulu and Konkani | | | **References:** Available on Request | |
|  |  |  |  |  |
|  | Nationality | Indian |  |  |
|  | Valid Till | 15/08/2024 |  |  |

