**To be a professional by learning, quest for challenging position in a progressive organization that would provide me individual growth as well as development in the process of contribution to the betterment of the organization by performing to the best of my abilities.**

**Dynamic problem solver, programming language with strong analytical & reporting skills.**

**Summary:**

* **4+ years** of experience as Business analyst with analysis and reporting work.
* **3+ years** of experience in a customer services environment, combined with rich technical and reporting experience. Has the ability to comprehend new Technologies and is a quick learner.
* **3+ months** of experience as a trainer in firmware testing in HP IPG R&D testing process.
* **6+ months** of experience in programming languages such as C++, JAVA & J2ee to develop the engineering project.

**Key traits:**

* Proven ability of developing insightful strategies and technical capabilities.
* Converts potential roadblocks into opportunities.
* Strong & Excellent Analytical, Reporting skills, Technical Capabilities and SQL, SSIS,
* Enhancing new value add-ons to the reporting and analysis work.
* Addressing reporting and data dependency, accuracy issues ensure end-to-end solutions with prompt services.
* Strong experience in SQL Server, SQL, SSIS, Microsoft Office (MS Excel, Word, PowerPoint), C++, Java & J2EE, HTML, TODD, Hyperion, PowerPivot.
* Knowledge in Oracle Database Management, Performance Optimization and Database Warehousing.
* Addressing client issues and building technical repository to ensure end-to-end solutions.
* Strong communication and organizational skills.
* Ability to work independently.
* Excellent team Player and good in interpersonal Skills.

**Professional Experience**

**Packard Shared Business Operations**

GBS GRI CoE | Senior Business Analyst

**Major responsibilities:**

* Providing support for individual divisions as Key point or SPOC
* Engage with the Stakeholders to understand the needs and working on the analysis based on the requirement.
* Initiate Process change and eliminating Data Dependencies by implementing logic.
* Provide comprehensive Business, data analysis and consulting to Business Unit/Industry Manager Stakeholders.
* Exposure to BI Tool System, working on the data extraction for the analysis from the different databases.
* Working knowledge of the various tool system to extract the data and working.
* Working on the different BI tools like SSIS and SQL Server applications.
* To introduce and sustain business insight on the analysis and reports published.
* Automating Excel and Access Reports, graphs, and charts to make work more efficient.
* Contributes to standardization, identify opportunities for automation for the activities responsible. Helps in Identifying possible leverages with other activities/engagements and possible synergy gains within the team.
* Maintained, Analyzed and Reporting of Operation Metrics like Productivity index, Utilization index and 6 month trend analysis and volume handled by region and by team.
* GRI Accessory, IMIB SPOC

**Priority Reports:**

* **Global Account Report (CEP)** – Priority 1 report with 1000+ TOP Level accounts with case level details for 6 months data to do trend analysis by accounts, region and by customer delivery method.
* **Productivity Index & Utilization Index (PI)** – Metric to measure performance of the employee and quantify for incentive.
* **SAFARI Reports :**
	+ Proactive GSC Workgroup Process - Creating an incident for the workgroup
	+ GCSS Log Volume Reports- Cost information can be obtained at the cost location level
	+ GCSS Logs extracts- Extracting GCSS data based on Case id
	+ Consistency Check - Consistency check will help to identify gaps and initiate appropriate corrective actions, Data processed for HP and other resources which are part of TS regions (field & proactive services) and the GSC, To identify any inconsistencies in view to the TSDO Common Framework
* **TPM Scorecard** - To understand which accounts have additional TPM opportunity in future.
* **Intervention Report** – Volumes are used for Cost Per Intervention calculation PC and Printing commercial.
* **Royalty Payment** - Business practice of compensating partners for their contribution to services i.e. fee paid to the 3rd party for each support contract sold.

**Project Work:**

* **Green Belt project** – Global Account Report Optimization project.
* **Green Belt project** – Hyperion Sunset project.
* **I Made It Better – Ideas**
* Automated manual manipulation work using SSIS which resulted in saving of time.
* Supported the team members in their report extraction and BI Tool support.

**Accomplishments in HP:**

* Rewarded for “Best team player”.
* Developed a detailed Process Documentation for reports to enable quick learning & understanding.
* Received appreciations from various Operations Stakeholders.
* Recognition from the customer/stake holder for the contribution of dedicated work.

**Recognition & Achievements:**

* Appreciation from **TS Safari team** – **Dec’12**
* Make it matter from **GRI CoE for team work** –**Dec’12**
* Appreciation from **PPS Client** –**May’13**
* Making a Difference **FY13** program by Suresh C –**Jun’13**
* **FY13** program by Suresh C in the category of Making a Difference: Quality- **Jul’13**
* **FY13** program by Basil J in the category of Results through Teamwork  -**Aug’13**
* Making a Difference **FY13** program by Shankar V –**Oct’13**
* the Making a Difference **FY13** program –IMIB- **Oct’13**
* Making a Difference **FY13** contribution to Global Account Reporting- **Oct’13**
* **FY13** program by Preeya Diana Crasta in the category of Results through Teamwork-**Oct’13**
* **FY14** program by Chuck Parisi in the category of Achievement & Contribution –**Nov’13**
* **FY14** program by Chuck Parisi in the category of Achievement & Contribution –**Jan’14**
* **FY14** program by Suresh C in the category of Making a Difference –**Feb’14**
* **FY14** Q1 Decentralized Quarterly Awards
* **FY14** program by Basil J in the category of Results through Teamwork –**Mar’14**
* Living Our Values **FY14** program by Galina Petkova –**Apr’14**
* Making a Difference **FY14** program by Suresh C –**Apr’14**
* **FY14** Q2 Decentralized Individual Awards
* **FY14** program by Priya Ramamurthy in the category of Results through Teamwork – **Oct’14**
* **FY14** program by Joseph Sachit Alphy in the category of Making a Difference: Customers – **Oct’14**
* **FY15** program by Smitha Krishnan in the category of Results through teamwork – **Nov’14**
* **FY15** program by Chang-Hee Lee in the category of Always accountable **May’15**
* **Appreciation by Zubair client –May’15**
* Rated AE for **FY’14**, EE for **FY’13**, AE for **FY’12**, EE for **FY’11**, and AE for **FY’10**, **FY’09** & **FY’08**.

**Packard Global Soft Pvt Ltd**

Technical Support Engineer III

**Major responsibilities:**

* Handling US & Canada Commercial Customers through E-Medium (Chat & E-mail) and to resolve the issues with LaserJet printers to the client’s satisfaction.
* Harvesting data from the GSC – BIM SharePoint and formulating useful reports.
* Performing data analysis and reporting Service Level(s), case closed to the team on a daily basis/weekly basis.
* Ensuring the success of the business by participating in the Shift-Left strategy.
* Creating CAP based on the analysis and ensuring compliance to SLA.
* Participating in Service Level related Reviews with the management.
* Assisting new hires on the floor during the nesting period.
* Worked with the team lead on formulating shift schedules based the inbound volume and available staffing.
* Collaborating with global teams with regards to sharing best practices and technical calibration.
* Suggesting process improvements.
* Maintaining a technical repository which will assist engineers in part prediction and in enhancing logical troubleshooting skills.
* Champion in process followed by the IPG Commercial segment.
* SPOC to check and log a ticket for any application (Business tool) issues or website related issues.

**Key contributions / Accomplishments:**

* Appreciated by the management for the accurate & crisp reports, extra initiatives apart from handling the chats & e-mails.
* Appreciated by the management for the guidance provided to new hires during the nesting period.
* Consistently meeting the required targets/performance.
* Certified in Volume Basic of software of IPG products.
* Knowledge document is created and shared with knowledge capture team.

**Industrial Experience**

**Trainee Programmer in Pacific IT solutions, Jayanagar, Bangalore (2007)**

Worked as a trainee programmer for a project called E-Banking, which is an application to expose the banking services via web making friendly to the end users.

**Trainings / Certifications**

* Junior English Typing : 90-100 Words per Minute
* Certified in Visual Basic and Oracle 8i from **EduBridge** Company (ESIMS).
* Certified in **PRO: Designing, Optimizing and Maintaining a Database Administrative Solution Using Microsoft SQL Server 2008**

**ADDITIONAL Skills sets**

* Operating systems : Windows environments & LINUX
* Tools / Packages : MS Office, SharePoint 2010, SQL Server
* Technologies : C, C++, VB, Oracle 8i, JAVA, J2EE, JSP, HTML, XML, SQL, Visual Basic 6.0, PowerShell commands,
* Trained in : Testing, MCP, CCNA, Server concepts, Hardware and Networking.

**Education**

* B.E(Computer Science), VTU Bangalore, 2007
* Diploma(Computer Science) – DTE Bangalore, 2003
* S.S.L.C – K.S.E.E.B Bangalore, 2000

**Personal Particulars**

Date of Birth: May, 19th, 1984

Languages Known: English, Hindi, Urdu, Kannada and Tamil.

**First Name of Application CV No:** 502668

Whatsapp Mobile: +971504753686

