**NAFSAL N.M**

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**Objective:**

As a Management and Engineering professional, continuously striving towards managing and delivering business functionality through the continuous evolution of software services and participating in the Organization’s efforts to improve business processes.

**Summary of Qualifications:**

* Dynamic and Techno-Functional professional with **Eight** years of experience in the Information Technology industry
* Sound knowledge in **ERP Consulting, Business Analysis, Business Process Improvement, System Analysis, Software Development**.
* Serve as day-to-day primary contact for the client and translate business requirements to functional and technical language.
* Strong communication, interpersonal, analytical & team building skills with proficiency at grasping new concepts quickly and utilizing the same in a productive manner.

**Core Competencies:**

**Business Analysis:**

* Implement the business systems as per the customer requirements and business process
* Mapping business / client’s requirements and translating these requirements into functional specifications; assisting internal stakeholders and IT personnel to define and refine business strategy and supporting operational processes.
* Identifying different tools / techniques that can be used to structure requirements; demonstrating the ability to develop a basic use case.
* Clarifying business requirements, performing gap analysis between goals and existing procedures
* Analyze the existing process to identify the areas of end user effort reduction, application cycle time reduction, cost reduction and eliminate process duplication

**Domains worked on:**

**Contracting ERP:**

Projects : WBS & completion % derived from wbs structure,Project milestones & completion,events,

Material :Inventory management

Labour :Time entry

Equipment:Time entry & billing

Subcontracting

**Retail:**

Point of Sale(POS) systems : Sale Entry,Pricing based on customer/ customer groups,Credit limit block for credit customers,cash/credit customers,item pricing based on sale promotion.Item sellable as unit and packed boxes,pushing sales from outlet to HO

Inventory Management : Raising purchase orders,tracking item through grn to sale and if required through material rejection and acceptance,Invoicing,Delivery note,Issue and return from central warehouse to outlet.Facility to grab data from handhelds for stocktake and comparing it with system stock

Customer : Master data of customer,customer pricing

Cash management: Cash payment to suppliers/bank,pdc tracking,expenses

**Real Estate:**

Sale of units,Payment plan,pricing plan,sales agents,commission paid acc to amount received,

**Career Contour:**

**GES,SAIF ZONE Jul 2011 – Till date**

*Business Analyst*

**Clients** : Al mansoor video,Talal group HO,Amana, Uniestate.

**Business Domains** : Retail,Contracting,Real Estate(ERP)

Roles and Responsibilities

* + Conduct functional and business user meetings with respective stakeholders to understand the system
  + Analysis of the existing business processes and system requirements
  + Enhancing Business, functional and technical knowledge needed to understand the system
  + Conducting Gap Analysis to understand deviation/shortcomings of present system from intended processes and suggesting workarounds or development of new functionality accordingly
  + Interacting with hardware suppliers to understand the effect of peripherals on the system and thereby including necessary facts in the document to be considered during design
  + Prepare the Business requirement document and Functional design documents
* Provide regular updates to the Clients on the progress of business applications
  + Involve in co-ordination of onsite & offsite team from coding till production launch
  + Assisting and supporting implementers in deploying application and setting up the system according to desired configuration
  + Testing the applications for desired functionality from a concurrency point of view.
  + Ensure the integration and the interfaces of operational facets of ERP and to ensure the flow of data to Financial system functions smoothly as per the business requirements
  + Conduct User acceptance testing
  + Gather user feedback and organize user training.
  + Act as the primary point of contact between the stakeholders and system developers
  + Identify and analyze the cause of  the system bugs.
  + Test the bug fixes and implement the fixes for system stability and reliability
  + Regular updates to the higher authority on project status
  + Assisting and supporting implementers in deploying application and setting up the system according to desired configuration
  + Used to working on Flexible timings
  + Serving as the primary point of contact for the client
  + Communicating with all levels of stakeholders like managers,employees etc

**GES,SAIF ZONE Nov 2008 – Jul 2011**

*Technofunctional Engineer(On-site)*

Roles and Responsibilities

* + Assist the developers in preparing system specification documents from the functional documents
  + Executing the necessities from a technical side like creation of stored procedures etc
  + Interacting with the development office to coordinate implementation tasks

* + Implement the ERP system and fine tune the system ensuring system stability
  + Configuring the system to work according to the functional spec
  + Assisting the user during testing to verify the configurations are done properly
  + Conduct primary debugging to find the cause of errors in bugs
  + Analyze and fix the day to day issues and provide the system support for smooth business continuity
  + Try to resolve bugs onsite or coordinate with the developers to get the bugs fixed.

**ITECSOFT India Aug 2007 – Oct 2008**

*Software Engineer*

Itecsoft is the development center for Global Engineering Systems(GES).

Roles and Responsibilities

* + Coding in PL/sql & Developer forms.
  + Created **Tables, Views, Constraints, Index**
  + Created **Packages,Procedures** & Triggers

**ITECSOFT India August 2006 – Jul 2007**

*Testing Engineer*

Itecsoft is the development center for Global Engineering Systems(GES).

Roles and Responsibilities

* Document the changes requested by the business users.
  + Incorporate changes into the testing document
  + Prepare the test scenarios and test cases
  + Test and implement these changes
  + Conduct unit testing and Integration testing
  + Review the documents and test results and modify the documents accordingly
  + Testing bug fixes to see if the system is working as desired

**Educational Qualification:**

* MBA in Banking from ICFAI University.
* B.Tech in Electrical & Electronics Engineering from N.I.T,Calicut.

**Trainings:**

* **Oracle Ebiz R12 financials Functional**
* Diploma in Import Export management from IIEM

**Technical skills:**

|  |  |
| --- | --- |
| **Database** | Oracle |
| **Programming Languages** | PL/sql |

**Personal Details:**

**Date of Birth:** 2nd June 1978

**Language Proficiency:** English, Hindi and Malayalam

**Driving License:** India and UAE

**Visa Status:** Free Zone Employment Visa