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| **JACOB**  | **Email:** **Jacob.380078@2freemail.com** |
| **Summary**An accomplished professional with extensive expertise in process mapping (BPMN), UML, SQL, sales management, software project management, SPSS,etc. particularly in UAE and having 4 years of experience. proficient at full business-unit management with reputation for leading teams towards peak performance; seeking a challenging position to drive realization of business targets with adept management of organizational diversity, while maintaining a firm focus on assured bottom line gains and distinguished company performance. **Work Experience ( Cordis Technology, Dubai , UAE)- Industry - IT*** Presently working as a Business Analyst in Cordis Technology Dubai, UAE (May 2016 to Present)

Major Domain Expertise: Retail Process Automation, E-commerce product development, Insurance Broking, HRMS etc.**JOB PROFILE*** **Projects Executed:Insurance automation, HR Process Automation, Retail Automation, e-commerce Product Development**
* Expert in data analysis using R programming, Microsoft Excel, SPSS also having good amount of experience in process optimization and quality management
* Expertise in analyzing sales revenue of the company, trend prediction,
* Implemented a new sales strategy for the company, due to that there is around 30 % increase in the top line of the business
* Slashed the cost of operation by around 50% of various insurance broking clients by standardizing their process
* Designed new requirement collection tool for the project there by the company can able to execute the requirement collection process in much faster way
* Conducted market study and research for launching new project
* Analyze process requirements build project scope and allocated resources, task and timelines
* Expertise in collecting data and analyzing it using various tools like R programing, SPSS, Excel
* Has expertise in SQL, in creating the database, retrieving the data etc.
* Executed IT project deployment on Unix platform
* Managed testing and delivery of various projects
* Has experience in analyzing critical process, to identify the errors and bottleneck.
* Expertise in preparing project documentation (BRD/ SRS, Training Material).
* Have experience in standardizing process using kaizen approach and lean management techniques
* Create process diagrams using MS Visio and workflows for project execution
* Documentation of each phase in the project to measure and review post project impact
* Coordinate with cross- regional and cross-functional team, to deliver and to schedule project timelines
* Has experience in data analysis& Project Management
* Worked with Product Development team for designing and developing new software products

**Work Experience ( Muthoot Group – India) Industry – Banking Service*** Worked at Muthoot Groupas a Business Analyst (From April 2014 To April 2016)

**JOB PROFILE*** **Projects Executed: Human Resource Management System(HRMS),**
* Designed the HR dashboard and done many analyses about many of the key HR drivers like Recruitment, Training & Development, Organizational effectiveness etc.
* Reduced the HR operation cost by around 50% by implementing the new HRMS with process standardization
* Executed requirement collection & BRD preparation of many projects.
* Worked with customer service department and office administration department for executing various activates of the company as part of job rotation.
* Worked with BA team to capture customer’s requirement and translate them into software requirement for development team
* Worked with Appointment order team for giving appointment order to candidates who accepts the offer of employment
* Did User Acceptancy testing (UAT) of all modules of Human Resource Management system
* Executed training for regional HR team
* Contributed HR policy development in the organization
* Associated with planning and implementation of new strategies for developing business in the organization
* Developed plans about diversifying business activities in the organization
* Coach and support line managers for new project implementation

**EDUCATION**PGDM (Equivalent to MBA) Marketing Management & Human Resource ManagementSCMS COCHIN School of Business, Aluva, Ernakulam, KeralaB. Tech (Computer Science &Engineering)  Kerala University, Trivandrum, Kerala **Major IT Projects Executed** As **Business Analyst** for **Insurance Automation** from May 2016 - July 2017Client**:** Insurance Brokers Industry**:** Finance / Insurance Team Size: 10-15Location: Dubai, UAEProject Details: **-** Process automation for all the lines of business like motor Insurance, Medical Insurance, and General Insurance including insurance rate chart automationDescription: - Collected requirements from various stake holders, did process mapping and standardization, prepared Business Requirement Document, Analyzed the past insurance data, for Insurance rate chart automation, and finally deployed the project in UNIX platform and conducted UATAs **Business Analyst** for **RetailProcess Automation** from January 2017 – Dec 2017Industry**:** RetailTeam Size: 10-20Location: Dubai, UAEProject Details: **-** Process mapping for retail inventory management, integrating inventory management with POS, designed and standardized process for customer service. Also executed product hierarchy mapping for the retail business unit under general hierarchy listing. Also executed task-based process automation in retail business unit.Description: - Collected requirements from various stake holders. Executed process mapping and standardization using BPMN. Prepared Business Requirement Document.As **Business Analyst** for **implementing Human Resource Management system** from November 2014 – February 2016Client: Muthoot FincorpIndustry: Banking / Finance Team Size: 20 - 30Location**:** India Project Details**: -** Implementation of Human Resource Management system for the entire group Description: - Conducted brainstorming sessions with various stakeholders, as part of collecting the requirements. Process mapping using BPMN, prepared BRD, conducted UAT, and prepared product manual for training the users **Certification** **Attended certification program for Automobile Dealer Management (Automobile sales management(ASM))** **EXTRA CURRICULAR ACTIVITIES*** Worked as an associate for coordinating the activities of emerging Kerala 2012
* Got 3rd rank for quiz competition conducted by ministry of petroleum
* Participated in a CSR activity called Parivarthana for giving awareness about the road safety among the youth.
* Participated in capstone business simulation
* Participated in Operations Smile, CSR activity of MuthootPappachan Group
 | C:\Users\user-pc\Desktop\Jacob.jpg**Personal Data:****Sex :** Male**Father’s Name :**  JACOB**Nationality :** Indian**Visa Status** : Resident Visa **Linguistics :** English, Malayalam, Tamil, Hindi **Marital Status**: Married**DOB:** 09/09/1987**Computer Proficiency**Basic knowledge in C, C++,.net, Java, **Qlik Sense**Good knowledge in MS Office, Microsoft Visio, BPMN, Microsoft Dynamics R Programming, SPSS 20, UML, SQL, UNIX, ERP, Process Mapping, salesforce **Key Skills**Presentation skill,Interpersonal skill,Market research, Analysis,Team management, Vendor Management, Business Requirement Document (BRD/SRS) preparation, User acceptancy testing (UAT), & test case preparation,  |

Place: Dubai – United Arab Emirates Signature:

Date: 21/04/ 2018