

# Naveen Krishnadass

## Senior Business Analyst/Product Owner

Expertise in Business analyst/Product Owner with around 9 years' experience in IT in multiple domain's, ERP's, CRM's and Technologies.

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## Profile Summary

- ❖ Strong knowledge of Business Analyst/ Product Owner/Functional consultant with around 9 years of diverse experience in Information Technology with focus on **multiple ERP's, multiple CRM's, Healthcare, banking, SAP-MM, PP, SD, Retail, Supply Chain, Manufacturing, Business Modeling, Requirement Gathering, Business process reengineering, Business process mapping and a progressive experience in all phases of the iterative Software Development Life Cycle (SDLC) & Application/Production Support.**
- ❖ **Well versed in Agile and Scrum Methodology.**
- ❖ A focused professional with around 9 years of experience in Business Analysis, Healthcare, Supply Chain, Retail-CPG, SAP MM, PP, SD, logistics, Procurement, Salesforce-CRM, Warehouse & inventory management, Demand and logistics management, Import and Export.
- ❖ **Hands on experience in Business Process Consulting, Requirement Gathering & Analysis, Use Cases, UAT and Workflow Analysis, Business Process Modeling, Problem Definition and Solution.**
- ❖ **Well versed in Market research, Impact analysis, Gap analysis, cause and effect analysis, SWOT analysis etc.**
- ❖ **Experienced in creation of RFP's and POV's and work with pre sales team to get new customers.**
- ❖ **Resourceful and deft in all phases of the SDLC (Requirements elicitation/analysis/communication, design, development, testing and troubleshooting, deployment), with strong software upgrade and application support skills across technology platforms.**
- ❖ **Develop propositions and go-to-market strategies for innovative ideas**
- ❖ **Worked on Change Request Process.**
- ❖ **Understanding the content of change request and explaining possible impact.**
- ❖ **Good working knowledge on CMS tools like SharePoint CMS, Drupal, Bitbucket, GitHub, Teamsite**
- ❖ **Work with different delivery teams and COE's for new propositions**
- ❖ **Expert in program management and Stakeholder management**
- ❖ **Review the solution constructs, pricing model, commercials for every bid**
- ❖ Exposure to the multiple ERP Systems, functional knowledge in manufacturing / finance/supply chain system.
- ❖ I will closely collaborate with customers, development and internal colleagues to meet the right requirements and managing different projects both short & long term.
- ❖ Also having vast experience in **Scrum master, Project Management skills, CMMI, ISO, Agile, Scrum, IT Audits, Application/Production Support**
- ❖ Accomplishing the project objectives within the constraints of the project.
- ❖ Responsible for planning, controlling, monitoring, and optimally managing the resources to meet the project objectives.
- ❖ **Supported Pre sales teams in creation of RFP's and POV's for new business acquisition's.**
- ❖ Controlling and monitoring the project scope, cost, time and quality.
- ❖ Gathering data such as baseline, schedule, work in progress, and work completed to make reports on the project progress and other project specific information to management.
- ❖ Responsible for identifying, monitoring, and responding to risks.
- ❖ Conducting internal meetings with the team leaders and members of the project.
- ❖ Conducting meetings with the clients on a regular basis to maintain the best customer relationship.
- ❖ Develop best practices and tools for project execution and management.
- ❖ **Creation of AS-IS and To-Be business processes and BRD's**
- ❖ Coordination with various stakeholders for requirements gathering, analysis and prioritization according to business needs
- ❖ Experienced in secondary research to understand the market trends and showcase potential opportunities to clients by conducting workshop
- ❖ Demonstrated proficiency in leading and mentoring individuals to maximize levels of productivity, while forming cohesive team environments
- ❖ **Domain Experience: Banking, Healthcare, Supply Chain Management, SAP, logistics, Procurement, Salesforce-CRM, Manufacturing, Retail-CPG, Testing, Import and Export, Travel, Transportation, insurance.**
- ❖ Coordination with various stakeholders for requirements gathering, analysis and prioritization according to business needs
- ❖ Created value add in logility worth \$27000

- ❖ Worked on SEPA – MTS projects
- ❖ Worked on SEPA payments systems
- ❖ Worked on SEPA & Non – SEPA projects.
- ❖ Assisting the Product owner in gathering information from techno functional perspective
- ❖ Provided complete KT and handed over the Project to Application Support team from LTI.
- ❖ Handling the Supply Demand Planning-Inventory Planning-Replenishment Planning Applications
- ❖ Managed Cross function teams Logility/BI/Safety net/Micro strategy/Crystal report/Info View.
- ❖ Documented applications’ run book providing reference material to application support team in future.

## Core Competencies

Cross Functional Coordination



Business Process Re-Engineering



Business Analysis



Project Management



Agile-Scrum Practice



Testing/implementation/Deployment



Industry/Market analysis & Research



Requirement Gathering /Analysis



Training and Development



## Software Proficiency

- ❖ **Applications** : Logility, Informatica, Safety Net, TMS, Oracle, SAP MM, PP, SD, Salesforce-CRM
- ❖ **BI Analytical Tools** : Tableau, Power BI, Qlik sense, Crystal Report, Microstratgy.
- ❖ **OS/Platforms** : Microsoft Windows 7, Windows 8, Windows 10, Windows XP.
- ❖ **Database/Tools** : Microsoft Windows, SQL\*Plus
- ❖ **Ticketing Tool** : Jira, Service Now, BMC Remedy
- ❖ **Design Tool** : MS Visio, Balsamiq
- ❖ **RPA Tool** : Blue prism, Ui path
- ❖ **Cloud** : AWS, Google, Azure
- ❖ **ETL Tool** : Informatica

## Certifications

- ❖ Certified Scrum Product Owner
- ❖ Certified Scrum Master
- ❖ Prince 2 certification

## Soft Skill



## Education



2012-2014

MBA(Operations)-TNOU-Distance

2008-2012

B.E. (Mechanical Engineering)-Anna university-Regular

## Career Timeline



## Work Experience

**Product Owner  
(CTS)  
Customer –  
Walmart**

**Project #1: Walmart ATLAS migration**

**Duration: 11/2020 – till now**

**Company Name: CTS**

**Role: Product Owner**

**Domain: Retail Consulting**

**Project Name: Cloud migration**

**Project synopsis:**

The objective of the project is to migrate the services into cloud and create each services into micro services (SAAS)

**Role Synopsis:**

- ❖ Migrating the existing system into cloud
- ❖ Breaking small services into micro services (SAAS) product

**Senior Analyst  
(ilink system)  
Customer –  
Chipotle**

**Project #1: Chipotle PBI migration**

**Duration: 07/2020 – 11/2020**

**Company Name: ilink system**

**Role: Senior Analyst**

**Domain: Data & AI**

**Project Name: Tableau to PBI migration**

**Project synopsis:**

The objective of the project is to migrate the customer tableau reports to Power BI reports.

**Role Synopsis:**

- ❖ Re-engineer the tableau report, dashboard, dataset, dataflow, mappings etc. and prepare user stories

**Senior Business  
Analyst/Product  
Owner (Mphasis)  
Customer –  
Royal Bank of  
Scotland**

**Project #1: Royal Bank of Scotland**

**Duration: 01/2020 – 07/2020**

**Company Name: Mphasis**

**Role: Senior BA/Product Owner**

**Domain: Commercial Banking**

**Project Name: Open Banking**

**Project synopsis:**

The objective of the project is to enhance the features on bank's open banking Application especially in the areas of RBS which enables the use of open APIs that enable third-party developers to build applications and services around the RBS system.

### Role Synopsis:

- ❖ Deriving the functional flow from existing technical flow in order to enhance Open Banking Application and add new functionality.
- ❖ Worked for upgradation of existing classic bankline system
- ❖ Worked with brand & country specific regulatory projects
- ❖ Worked with multiple integration of various utility payment services.
- ❖ Worked with different teams like core banking, middleware, backend.
- ❖ Working on API's and Micro services platform
- ❖ Worked on Change Request Process.
- ❖ Understanding the content of change request and explaining possible impact.
- ❖ Good exposure on CMS tools like SharePoint CMS, Drupal, Bitbucket, GitHub, Teamsite
- ❖ Working with consent management features within RBS application.
- ❖ Worked on projects related to payments for international, domestic, standard, SWIFT, CHAPS.
- ❖ Worked on SEPA & Non SEPA projects
- ❖ Worked on projects related to lending, mortgages & collections etc.
- ❖ Worked on projects related to investment banking for fixed income, wealth management, equities, stocks, bonds, derivatives, financial statement analysis, capital market, reports etc.
- ❖ Worked on projects related to retail banking, payments, transactions, cards, loans, etc.
- ❖ Assisting the Product owner in gathering information from techno functional perspective. Suggesting new approaches in solving the existing business problem and improvements to the business processes.
- ❖ Follow complete Agile practices for each sprint right including daily stand up, scrum calls, maintaining backlog, creating user stories, conducting refinement sessions and retrospective meetings.
- ❖ Analyzing the existing legacy system and giving inputs to technical team

**Senior Business Analyst/Product Owner (HCL) – Customer – Biogen**

**Project #2: Biogen (US)**

**Duration: 06/2018 – 12/2019**

**Company Name: HCL Technologies**

**Role: Senior BA/Product Owner**

**Domain: Health care domain**

**Project Name: Salesforce enhancement**

### Project synopsis:

The objective of the project is to enhance the features on Biogen Salesforce CRM environment for patient journey and also for migration for Salesforce CRM from Classic to lightning version.

### Role synopsis

- ❖ Understanding the customer requirement in salesforce application-FOR HEALTHCARE DOMAIN.
- ❖ Worked on Patient Journey for Biogen patients for MS, SMA related diseases.
- ❖ Expert in program management and Stakeholder management
- ❖ Review the solution constructs, pricing model, commercials for every bid
- ❖ Develop propositions and go-to-market strategies for innovative ideas
- ❖ Worked on Change Request Process.
- ❖ Understanding the content of change request and explaining possible impact.
- ❖ Good exposure on CMS tools like SharePoint CMS, Drupal, Bitbucket, GitHub, Teamsite
- ❖ Expert in program management and Stakeholder management
- ❖ Review the solution constructs, pricing model, commercials for every bid
- ❖ Worked in Spinraza, Tysabri, Avonex, plegridy, Vumerity Drugs patient journey
- ❖ Worked on Patient Acquisition, Adherence, Financial Assistance, Copay, Claims, Benefit Investigation, Pharmacy support, Nursing Services etc.
- ❖ Worked on RFP's and POV's.
- ❖ Used JIRA tool to follow up with tickets, and updating them.
- ❖ Preparing the UAT and working with developer to complete it.
- ❖ Communication of technical information to business and business information to technical teams
- ❖ Liaison between the business units, technology teams to conduct timely meetings.
- ❖ Integration and Unit testing; Functional Analysis of business process
- ❖ Conduct UAT with Business and obtain the Business Sign-off.
- ❖ Post Launch Support to Business for all the Projects.

**Senior Business Analyst/product owner (HCL) – Customer – Commonwealth Bank of Australia**

**Project #3: CBA**

**Duration: 01/2017 – 06/2018**

**Company Name: HCL Technologies**

**Role: Senior BA/Scrum Master**

**Domain: Commercial Banking**

**Project Name: C3PO, Oracle Wallet**

**Project synopsis:**

The objective of the project is to enhance the features on bank's Commercial Banking Application (CommBiz) especially in the areas of Maintenance Request Digitization, Compliance Requirements related projects.

**Role Synopsis:**

- ❖ Deriving the functional flow from existing technical flow in order to implement Oracle wallet and to perform the testing.
- ❖ Worked on projects related to lending, mortgages & collections etc.
- ❖ Worked for migration of different reports to Jasper reporting
  
- ❖ Worked on projects related to investment banking for fixed income, wealth management, equities, stocks, bonds, derivatives, financial statement analysis, capital market, reports.
- ❖ Worked on projects related to retail banking, payments, transactions, cards, loans, etc.
- ❖ Worked on Change Request Process.
- ❖ Understanding the content of change request and explaining possible impact.
- ❖ Good exposure on CMS tools like SharePoint CMS, Drupal, Bitbucket, GitHub, Teamsite
- ❖ Expert in program management and Stakeholder management
- ❖ Review the solution constructs, pricing model, commercials for every bid
- ❖ Develop propositions and go-to-market strategies for innovative ideas
- ❖ Assisting the Product owner in gathering information from techno functional perspective. Suggesting new approaches in solving the existing business problem and improvements to the business processes.
- ❖ Follow complete Agile practices for each sprint right including daily stand up, scrum calls, maintaining backlog, creating user stories, conducting refinement sessions and retrospective meetings.
- ❖ Analyzing the existing legacy system and giving inputs to technical team
- ❖ Bridging the gap between onshore and offshore model and Conducting internal training to the offshore team.
- ❖ Perform Functional testing and giving sign off for production release.
- ❖ Extracting functional flows from existing technical design and creating a functional design document.
- ❖ Having good exposure on working with API's for technical analysis and testing

**Business Analyst/product owner (HCL) – Customer – JCI /TYCO**

**Project #4: JCI/Tyco**

**Duration: 05/2016 – 01/2017**

**Company Name: HCL Technologies**

**Role: Business Analyst/Scrum Master**

**Domain: Supply chain/ Manufacturing**

**Project Name: Logility, DP, IP, RP**

**Project synopsis:**

Tyco International is composed of two major business segments: Security Solutions and Fire Protection. It has wide IT Portfolio with different technologies. **Logility** is one of the Key legacy applications an integrated range of software modules designed to meet the needs of business in a wide variety of markets. The modules are grouped into Accounting, Distribution, Contracting and Time Management systems.

**Logility** – Forecasting, Demand & Replenishment planning tool, database system is SQL.

**TMS** – Transport Management System which transport the sales orders

**Role Synopsis:**

- ❖ Managed Cross function teams BI/Safety net/Micro strategy/Crystal report/Info View.
- ❖ Handling Techno-Functional SCM application –Logility
- ❖ Assisting the Product owner in gathering information from techno functional perspective.
- ❖ Suggesting new approaches in solving the existing business problem and improvements to the business processes.
- ❖ Understanding the customer requirements, Functional requirements, working with development team, doing demo, UAT and go live support.
- ❖ Follow complete Agile practices for each sprint right including daily stand up, scrum calls, maintaining backlog, creating user stories, conducting refinement sessions and retrospective meetings
- ❖ Provided complete KT and handed over the Project to Application Support team from LTI.
- ❖ Managed Cross function teams Logility/BI/Safety net/Micro strategy/Crystal report/Info View.
- ❖ Documented applications' run book providing reference material to application support team in future.
- ❖ Created value add in logility worth \$27000
- ❖ Analysis and supporting in fixing the Business/Production Issues based on the Impacts of the issues and Business requirements.
- ❖ Process run support & application monitoring; Server migration support, Storage volume upgrade support.
- ❖ Enhancing the application to as per the Business need and suggesting for value Creation ideas to the existing application, such that the application will be more efficient to the Business User.
- ❖ Providing high–end technical and functional support on application and ensuring high end–user satisfaction levels through prompt solution of their problems.

**Business Analyst/Senior Engineer (Robert Bosch) – Customer –Robert Bosch**

**Project #5: Robert Bosch**

**Duration: 04/2015 – 05/2016**

**Company Name: Robert Bosch**

**Role: BA/Senior Engineer**

**Domain: Supply chain/ Manufacturing**

**Project Name: DP, IP, RP, SAP MM, SD**

**Role Synopsis:**

- ❖ Managed the sales logistics operations (inclusive of getting orders, coordinating with customer and collaborating with Planning Team for FG, invoicing and dispatch operations)
- ❖ Managed Customers like FORD, Mahindra & Mahindra etc.
- ❖ Exploring the product functionalities.
- ❖ Deriving the functional flow from existing technical flow in order to implement SAP MM, SAP PP module.
- ❖ Assisting the Product owner in gathering information from techno functional perspective.
- ❖ Suggesting new approaches in solving the existing business problem and improvements to the business processes.
- ❖ Handled the analyst role for all applications development, enhancements.
- ❖ Understanding the customer requirements, Functional requirements, working with development team, doing demo, UAT and go live support.
- ❖ Follow complete Agile practices for each sprint right including daily stand up, scrum calls, maintaining backlog, creating user stories, conducting refinement sessions and retrospective meetings.
- ❖ Import and Domestic material planning as per business plan requirement
- ❖ Handled operations related to inventory management, procurement and sales logistics
- ❖ Material planning, Customer order fulfilment and inventory control
- ❖ Sending schedules to supplier via SAP and follow up for OTD, coordinated with freight forwarders to ensure delivery.
- ❖ Handled all the transaction in SAP ERP- MM, PP, SD for the plant

**Project #6: Bonfiglioli pvt ltd**

**Duration: 04/2012 – 04/2015**

**Company Name: Bonfiglioli**

**Role: BA/Engineer**

**Domain: Supply chain/ Manufacturing**

**Project Name: DP, IP, RP, SAP MM, PP**

**Role Synopsis:**

- ❖ Handled all the transaction in SAP ERP- MM, PP, SD for the plant
- ❖ Handled production support activity and application maintenance.
  
- ❖ Created DD & SOP Documentation and uploaded them in Knowledge Network.
- ❖ Spearheading entire gamut of sales logistics operations (inclusive of getting orders, coordinating with customer and collaborating with Planning Team for FG, invoicing and dispatch operations)
- ❖ Managed the Customers like SUZLON, VESTAS, GAMESA, JCB India etc.
- ❖ Trained the End Users in SAP Module like MM, PP, and SD.
- ❖ Exploring the product functionalities.
- ❖ Deriving the functional flow from existing technical flow in order to implement SAP MM, SAP PP module.
- ❖ Assisting the Product owner in gathering information from techno functional perspective.
- ❖ Suggesting new approaches in solving the existing business problem and improvements to the business processes.
- ❖ Handled the analyst role for salesforce applications development, enhancements.
- ❖ Understanding the customer requirements, Functional requirements, working with development team, doing demo, UAT and go live support.
- ❖ Follow complete Agile practices for each sprint right including daily stand up, scrum calls, maintaining backlog, creating user stories, conducting refinement sessions and retrospective meetings.
- ❖ Handled Production Support activity and Application maintenance.
- ❖ Entrusted with the responsibility of handling:
  - ❖ Assembly and production job order releases as well as confirmation and delivery process
  - ❖ Import and Domestic material planning as per business plan requirement
  - ❖ Production planning activities like machine load planning and execution
  - ❖ Handled operations related to inventory management, procurement and sales logistics
  - ❖ Material planning, Customer order fulfilment and inventory control
  - ❖ Sending schedules to supplier via SAP and follow up for OTD, coordinated with freight forwarders to ensure delivery.
  - ❖ New product development, warehouse management, inventory control and shop-floor activities
  - ❖ Single-handedly managing the preparation of following reports using SAP:
    - ❖ Material Master, Vendor Master, Bill of Material, PR and PO
    - ❖ On Time Delivery Report and submitting it to the management on monthly basis

