

### My website

<https://krishhh.com>



Please review my website for  
my projects and certificates

# Krish

Senior Business Analyst (Exp - 10+ years)

**Work Rights – Permanent Resident (subclass 189)**

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East Perth, WA – 6004

### **Career Objective:**

To obtain a challenging position as a Business Analyst that would increase business productivity of the organization which in turn enhance my skills and competency.

### **Professional Summary**

- Experienced as both analyst and consultant with more than 10 years. Primarily focused on Process Optimization, Robotic Process Automation and Digitalization for the customers from different domains like Manufacturing, Procurement, Supply Chain, HR and finance.
- Expertise in coordinating with business & cross functional teams, requirement gathering, analysing, and documenting business requirements and support across all phases of software development life cycle till customer satisfaction.
- Proactively seek out opportunities to enhance skills and knowledge through online courses, workshops, and certifications.
- Successfully implemented new technologies within tight deadlines by effectively managing resources, setting priorities, and mitigating risks.
- Quickly adapt to changing technologies and business requirements by staying up-to-date with industry trends and best practices
- Pioneered the adoption of emerging technologies, such as machine learning and artificial intelligence, to drive process improvements and optimize decision-making.

### **Core Skills & Technologies**

- Business and Systems Analysis
- Agile Methodologies
- Process Mapping
- Requirement gathering and Traceability Matrix
- Stakeholder Co-ordination Requirement
- Process Flow documentation
- User Manual creation
- New Joiners training on application
- Communication and Negotiation skills

### **Tools & Technologies**

- Project Management Tools: MS Project, Jira
- Data Analysis tools: Alteryx, Tableau, MS Power BI, Qlik View, Qlik Sense, SQL, Excel
- Collaboration Tools: Microsoft SharePoint, Teams, Jira, Confluence
- Modelling Tools: BPMN-2.0, MS Visio, Lucid Charts, Figma.
- CRMs and ERPs: SAP ERP, QAD, WERS
- Databases/ Tools: SQL Server, Microsoft Access
- Automation Tool – Robotic Process Automation – UIPath and Alteryx.
- Certifications – RPA UIPath, Alteryx, Power BI, Tableau,

## CAREER PROFILE

Organization	Position & Domain	Duration
Cash-converters Ltd	Business Process Analyst (Finance)	Aug 2024 – Till date
Fujifilm Business Innovation	Senior Business Consultant (RPA & Digitalization)	Aug 2023 – Jun 2024
Ford Motor Company	Business Analyst (Supply chain - ERP)	Dec 2020 – Nov 2022
Visteon Technology	Business Analyst (Manufacturing - ERP)	Nov 2017 – Dec 2020
Sony Pvt Ltd	Business Analyst (Manufacturing - Digitalisation)	Aug 2015 – Nov 2017
Samsung Pvt Ltd	Business Analyst (Sales- ERP)	Apr 2013 – Aug 2015

## EDUCATION

- Bachelor Of Engineering (Full time – 4 years) from Anna University with CGPA of 7 / 10.

## WORK EXPERIENCE

### Organization: Cash converters Pvt Ltd

Role	Business Process Analyst
Projects	Finance Process Optimisation
Duration	Aug 2024 – Till Date
Location	Perth
Client & Domain	Cash-converters Head Office (Finance).

### Description Of the Project:

Cash converters has been involved in providing variety of finance options and loans past several decades. The process involved in evaluating customers application and their documents supporting their financial status.

### Responsibilities:

- Evaluation of existing business processes, identify areas for improvement and designing new processes to enhance operational efficiency.
- Work closely with various cross functional teams and stakeholders to understand business requirement, analyse data and develop innovative solutions.
- Process mapping using SIPOC analysis tool, BPMN 2.0 and documentation and evaluation of the process improvement requirements.
- Designing share point locations for the document management system
- Data Analytics using Alteryx & Power BI to categorise the customers based on the financial stability and loan settlement criteria.

## Organization: Fujifilm Business Innovation

<b>Role</b>	Senior Business Consultant (RPA & Digitalization)
<b>Projects Handled</b>	Robotic Process Automation, Process Optimization, Business Analytics & Digital Transformation
<b>Duration</b>	Aug 2023 – Jun 2024
<b>Location</b>	Singapore
<b>Client &amp; Domain</b>	UBS- Credit Suisse (Banking) , Johnson & Johnson (Supply Chain) , KFC & Pizza Hut(HR Admin), Park way Hospital (Medical)

### Description Of the Project:

Fujifilm handles different projects related to Process Optimization, Business Analytics, Digital Transformation and Robotic Process Automation, depending on the client's requirement. Mainly they are focused on identifying existing processes improvement and providing digital solutions with latest technologies.

### Responsibilities:

- Liaising between client BA & Internal operations team, document preparation and process designing using BPMN, VISIO, SIPOC Analysis tool.
- Align with the internal team and SME to prepare Current State Analysis and Future State proposal.
- Performing requirement analysis with tools like Alteryx, Power BI, Tableau, Qlik view & Qlik sense.
- Asset Management, Optimisation & Digital Transformation of the requirement using latest technologies depends on the project prerequisite.
- Based on client's approval, will engage with Internal team, follow up till development closure, support customer during UAT and customer sign off.

## Organization: Ford Motor Company

<b>Role</b>	Business Analyst (Supply chain - ERP)
<b>Project</b>	ERP upgrade from WERS to SAP MM & PP
<b>Duration</b>	Dec 2020 – Nov 2022
<b>Location</b>	Chennai, India
<b>Domain</b>	Supply Chain – ERP

### Description Of the Project:

Ford Motor company was using WERS ERP tool to handle the procurement and supply chain operations for a very long duration without upgrading it. In-order to increase the efficiency of the ERP, it was planned to transform to better ERP tool with SAP PP & MM Module at the first phase. There was also data migration involved in cleaning centuries old data and to be transferred to the new ERP tool.

### Responsibilities:

- Complete Process study and requirement gathering with Interview and JAD sessions with team.
- Liaise with the Business teams, Operations teams and SAP BA's and Technologists to create the requirement documentations and process the functional requirement documentations.
- Data from past several decades are retrieved from the server, validated with the requirement functions, and cleaned using tools of Alteryx & Power BI. Upgraded for the Data migration from WERS ERP to SAP server aligning with SAP consultants.
- Support on UAT, customer sign off, handling user guide creation and training to the team.

### Organization: Visteon Technology

<b>Role</b>	Business Analyst (Manufacturing - ERP)
<b>Project</b>	QAD ERP – EDI Interface upgrade
<b>Duration</b>	Nov 2017 – Dec 2020
<b>Location</b>	Chennai, India
<b>Domain</b>	Manufacturing – ERP

### Description Of the Project:

Visteon is one the largest producers of Automotive Dashboards, which production SCM involved manually processing the customer orders into supplier's Raw material each time and sharing it to the supplier. It was time consuming and not efficient. So proposed EDI (Electronic Data Interchange), which will automatically process customer's orders to Supplier's order list. The projects challenge was to Interface Visteon's ERP tool with 11 customers and 33 supplier ERP's across the globe.

### Responsibilities:

- Closely worked with different product teams and customers to introduce the EDI interactions to their ERP tools to interface QAD ERP tools.
- Interfacing the production order and supplier requirement from the customer to the supplier directly without any manual intervention.
- Convincing and aligning the customer based on their data policies to interface with ERP.
- Assisting the team to reduce 30% of the post implementation processing time and lead time.

### Organization: Sony Private Limited

<b>Role</b>	Business Analyst (Manufacturing -Digitalisation)
<b>Project</b>	ERP – Production Dashboard Digitalisation
<b>Duration</b>	Aug 2015 – Nov 2017
<b>Location</b>	Chennai, India
<b>Domain</b>	Manufacturing Production ERP

### Description Of the Project:

ERP and Production Dashboard were not integrated initially, so there was mismatch in the projections to the management. To avoid that, this project team was formed to merge the ERP tool with Global Daily production Dashboard.

### Responsibilities:

- Requirement gathering from users in different entities about the ways of projection requirement to the management.
- After several review and modification on the Dashboard the final projection chart was designed.
- Product scenario setup to generate alerts in system to identify the stocks deficient and risk of production stoppage, efficiency was mapped with case scenarios.
- Requirement walkthrough to development and other impacted teams.
- Co-ordination with the upstream channels in case of change requirements which involves major changes in the system.
- Test scenario review with UAT teams and production support

### Organization: Samsung Private Limited

<b>Role</b>	Business Analyst (Sales)
<b>Project</b>	Digitalisation on CRM systems
<b>Duration</b>	Apr 2013 – Aug 2015
<b>Location</b>	Chennai, India
<b>Domain</b>	Sales

### Description Of the Project:

Customer Relation Management systems was used to handle customer sales data and the stock. The process had many manual operations which reflected with many manual errors, so there was a requirement to upgrade using automation.

### Responsibilities:

- Liaise with sales team for understanding of difficulties experienced by the team.
- Requirement document review and impact analysis.
- Requirement walkthrough and unit test case results review with development team.

## PROFESSIONAL CAREER HIGHLIGHTS

- Experience in executing large number of complex tasks running in parallel that required coordination with multiple teams based on different entities located in different regions, with high success rate in achieving defined timelines.

- Expertise as a business/ system's analyst in creating, updating, and maintaining project documentations including Business Requirement Documents (BRD's), System Requirements Specifications (SRS's) and Functional Requirement Document (FRD/ FSD). Experience in Process flow diagrams, use case diagrams, narratives, data dictionary and RTM's. Also created Test plans, test cases, and lead execution of UAT, user training and knowledge transfer materials creation.
- Experience in creating artifacts for scrum-based projects like user stories, product backlog, Sprint backlogs, burn down charts and impediment lists. Keeping open and clear communication channels to keep stakeholders informed on progress of the sprint with updated burn down chart and velocity of the sprint.
- Expert in using various requirement gathering techniques like questionnaires, Business Process Modelling Notation, GAP analysis, remote requirements elicitations, screen design/ wireframe/ mock-up sessions, walk-throughs, and reviews for comprehensive and organised requirements documentation. Coordinated/ conducted JAD sessions while keeping track of Business and Functional requirements.
- Extensive experience in creating Data flow diagrams and Process flow diagrams for BPM requirements using modelling tools. Created use case documents with use case diagrams and use case narratives detailed on complicated system-user interactions.
- Hands on experience using basic SQL queries in understanding application databases and analysing data from various system sources. Creating reports through Power BI and automated reporting on marketing data management systems using Tableau.
- Created detailed test strategies, test plans, test cases and assisted in executing as part of testing phase of the project.
- Created detailed user manuals, training materials and conducted training sessions for users.

#### OTHER ADDITIONAL INFO

- I am holding WA driving license and accessible to my own transport
- Recent Police Clearance Certificate issued within 6 months available.

#### REFERENCES

References can be provided based on request.