**Venkat Ramesh Jalari**

210 306 0036

venkatjalaritech@gmail.com

<https://www.linkedin.com/in/venkat-jalari-8406aa9/>

**Senior Business Analyst – Project** **Coordinator**

**PROFESSIONAL SUMMARY:**

* A senior **Business analysis and Project management enthusiast** with an overall experience of **15.5 plus years** in assisting and fulfilling business needs with efficient engineering solutions. An avid practitioner of **continuous improvement and process innovation**.
* Led, coordinated, conceptualized, and implemented **multiple revenue-generating projects** while working in several capacities ranging from **business analyst to project coordinator/manager & scrum master/product owner.**
* Heading **ServiceNow IRM** module to streamline **Risk assessment** and Management processes using **ServiceNow GRC.**
* Heading **RPA projects** concurrently while acting as a SPOC for various critical business applications (**Automation Anywhere & Uipath**).
* Handling the Projects throughout the software development life cycle **(SDLC).**
* Conferred with all possible stakeholder classifications (**Onshore, Nearshore & offshore**) & managed **ad hoc assignments from executives.**
* Extensive knowledge of **Guidewire Application and Migration.**
* Well-versed with **traditional & agile** project management approaches.
* Problem solving skills and Gap analysis skills.
* Experience with **Insurance & manufacturing industries** with a specialization in **order fulfillment.**
* **ITIL** professional to handle the **Service Management (Incident/Change and Problem Management)**
* Excellent **communication and Interpersonal skills** with the ability to deal with people at **all levels in an organization and manage multiple assignments efficiently.**

**TECHNICAL SKILLSET:**

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| --- | --- |
| Business Analysis  | **Agile Approach (Scrum, Kanban, SAFe, XP), ServiceNow IRM & GRC, UiPath, Automation Anywhere, Guidewire, RPA (Robotic Process Automation)** |
|  Business Process Modeling  | **iGrafx, AARIS and Visio**  |
| Requirements Management  | **Box, Dropbox, OneDrive, Okta, DocuSign, SharePoint, ShareFile**  |
| Project Management | **Project, Wrike, Asana, JIRA, Trello, Smartsheet, ServiceNow, To Do, Planner** |
| Service Management | **Incident/Change and Problem Management** |

**EDUCATION:**

**Bachelor Of Engineering (BE EEE)** | **Anna University, India.**

**CERTIFICATIONS:**

**Automation Anywhere Certified Business analyst**

**UiPath Certified Business Analyst**

**Prince 2**

**ITIL V3 Expert certified**

**MCITP (Microsoft certified IT Professional)**

**EMPLOYMENT HISTORY:**

**Associate consultant (Business Analyst & Project Management) | Tata Consultancy Services**

San Antonio, Texas, USA (Onsite/Remote) | **February 2016 – April 2024**

**Sr. Business Analyst / Project Coordinator**

**Client #1: USAA, San Antonio, TX (remote) (September 2019 – April 2024)**

* Produce high-quality requirement specifications for Documentation (Artifacts) & development.
* Writes detailed functional test plans to ensure system changes work properly, existing processes remain unaffected, and the needs of the business are met.
* Ability to create effective Process Maps and Artifacts as per business requirements.
* Responsible as the primary liaison between the business, Operations and Technical areas throughout the Project Cycle
* Excellent Communication and Interpersonal skills with the ability to deal with people at all levels in an organization and manage multiple assignments efficiently.
* Collaborate with IT to facilitate the implementation of technical data solutions and
* End to end technical feasibility analysis for People soft Human Capital Management application.
* Feasibility Analysis and Requirement Gathering for building Automation Solutions using.
* Automation Anywhere RPA Tool
* Statistical approach and Quantitative Analysis for data interpretation and solutions’ ideation
* Support UAT by reviewing test cases, managing version control of documents, and software builds.
* Provide demos and training to internal and external stakeholders.
* Problem solving, Gap analysis and key point of communication between customer and stakeholders.
* **Tools used AARIS, iGrafx, ServiceNow IRM & GRC**, **Salesforce**, **UiPath, Automation Anywhere RPA, MS Suite, JIRA, Agile-Scrum Varicent.**

**Business Analyst / Project Coordinator**

**Client #2: Avery Dennison, Mentor, OH (February 2016 – April 2019)**

**(Remote offshore)**

* Evaluated existing business processes to identify opportunities for automation using RPA technologies.
* Conducted thorough process assessments, documenting current state workflows, pain points, and potential areas for improvement.
* Led project kickoff meetings to define project objectives, deliverables, and success criteria, ensuring alignment with client needs and organizational goals.
* Collaborated with stakeholders to gather business requirements for RPA implementation projects.
* Translated business requirements into detailed functional specifications and user stories for RPA developers.
* Collaborated with RPA developers to translate business requirements into automated workflows.
* Provided guidance and support during the development and testing phases of RPA projects.
* Developed test cases and conducted thorough testing of RPA solutions to ensure accuracy and reliability.
* Worked closely with quality assurance teams to identify and resolve issues during the testing process.
* Facilitated change management activities to ensure smooth adoption of RPA solutions within the organization.
* Communicated project updates and milestones to stakeholders, ensuring alignment with business objectives.
* Created comprehensive documentation including process maps, user guides, and standard operating procedures.
* Acted as the primary point of contact for stakeholders, including clients, vendors, and internal teams, providing regular updates, addressing concerns, and managing expectations throughout the project lifecycle.
* Identified and mitigated project risks by proactively assessing potential issues, developing risk mitigation plans, and collaborating with stakeholders to implement preventative measures.
* Mentored and coached project team members, providing guidance, support, and feedback to enhance performance and foster professional development.
* Facilitated regular meetings with cross-functional teams to discuss project progress, resolve issues, and identify risks, ensuring alignment with project objectives and stakeholder expectations.

##### **IMS Engineer (Business analyst) | MindTree Ltd**

##### **September 2010 – February 2016**

**Bangalore, India**

**Project: KPN, Rotterdam, Netherlands (Manufacturing)**

 **(Remote – Offshore)**

**Tools: MS Suite (Word, PowerPoint, Excel), JIRA, EDI, IDoc, Draw.io, Skype, GoTo Meeting, One Note.**

* Develop Detail As Is, To Be Maps Process Map, PDD (Process Description Document), SDD (Solution Design Document).
* Gather and validate business / technical requirements to build live, interactive process.
* Performance dashboard in Tableau. Track process performance against Business Unit Goals
* Collaborate with IT to facilitate the implementation of technical data solutions and
* standards.
* Research and planning to develop, implement and administers rules, requirements, procedures and processes for Automation.
* Strong knowledge on Guidewire Application.
* Statistical approach and Quantitative Analysis for data interpretation and solutions’ ideation
* Feasibility Analysis and Requirement Gathering for building Automation Solutions using
* Automation Anywhere RPA Tool
* Develop simulation model in iGrafx to measure impact in terms of cost and capacity due to any process changes.
* Initiate the incident management process upon notification of an incident and help ensure that it is being used and conducted correctly.
* Manage incident resolution from initial occurrence to successful outcome.
* Facilitate the restoration of service. Facilitate discussions and identify resulting action items.
* Coordinate proactively and re-actively identification, diagnosis, and documentation of root cause and durable fixes.
* Keep appropriate customers and internal stakeholders up to date on high priority incidents through timely and regular written and verbal communications.
* Produce after incident reports and facilitate root cause analysis documents and steps.
* Facilitate and support lessons learned reviews and track RCA and remediation items.

##### **Sr Technical Support Representative ||** **Sutherland Global Services Ltd**

##### June 2007 – September 2010

Chennai, India

* Providing remote support (voice ) to end users across North America and Canada.
* Managing Network accounts and providing access to network drives
* Troubleshooting Outlook, voice mail and remote login.
* Routing of tickets to the appropriate team for resolving the ticket/severity issues in the stipulated time frame.
* Basic network troubleshooting
* Providing internal application support.
* Logging and keeping records of customer/employee queries.
* Updating self-help documents so customers/employees can try to fix problems themselves.
* Working with field engineers to visit customers/employees if the problem is more serious.
* Accurate documentation of all activities conducted.
* Manage, maintain, troubleshoot and support users' networks, equipment, software and services.
* Assisting Microsoft customers using Windows Vista
* Following issues are the few commonly handled calls:
* Windows Vista boot issues, Partitioning & Formatting, installation and activation issues.
* Blue Screen Of Death (BSOD)
* Driver software issues
* Windows Update issues and Internet Connectivity issues
* User account settings
* Supporting team and performing high end troubleshooting.
* Provide training for associates on vista hard core troubleshooting.
* Training associates on Operating system based issues.
* Manage, train, and help the development of team members; help resolve any dysfunctional behavior.
* Lead problem solving and collaboration.