Kumaran Dharmalingam

Certified Business Analyst | IIBA- CCBA Trained | Agile & Scrum Foundations Certified

Domain: E-Commerce, Digital, SCM , Web & Mobile Application

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# Summary

* Results-oriented Business Analyst with experience in delivering technology-driven business solutions across Supply Chain and E-commerce application projects, spanning Business Analysis and Operations.
* Comprehensive understanding of SDLC processes, including Agile and Waterfall methodologies.
* Proficient in creating Business Requirement Documents (BRD), Functional Requirement Documents (FRD), Use Case Specification Documents, Workflows, Implementation Guides, Functional Specification Documents (FSD), and Requirement Traceability Matrices (RTM).
* Well-versed in requirement elicitation and prioritization, scope definition, gap analysis, stakeholder analysis and management, sprint planning, sprint review, product backlog management, and change request management.
* Skilled in creating user stories, UML diagrams, wireframes, and mockups using tools such as MS Visio, Lucid chart, and Balsamiq.

# Key Skills

* Requirement Elicitation & Gathering
* Use Case
* BRD |FRD | FSD | SRS
* User Stories & Epics
* UML & Data flow modelling
* Agile & Waterfall Methodologies
* Process Modelling
* Gap Analysis
* Wireframes & Mockups
* Change Strategy
* Stakeholder Management
* Release planning
* Scrum- Agile
* Requirement prioritization
* Client Negotiation
* Scope management
* Stakeholder Management
* Problem Solving

# Tools

Microsoft Visio **|** Lucid chart **|** Balsamiq **|** JIRA **|** Confluence **|** MS Excel **|** MS Office **|** ERP Tools

# Professional Experience Wipro Limited, Chennai Domain -Supply Chain Management

***Role- Business Analyst* Dec 2021- Present**

**Project- Ross Stores, Inc.-CMS Application Development & Maintenance Project**

As a Business Analyst for the CMS application, I am the prime responsible for gathering, analyzing, and documenting business requirements related to Ross Stores' Content Management System (CMS). I am working closely with business stakeholders, IT teams, developers, and UX designers to enhance, implement, and maintain the CMS platform that supports digital content for e-commerce, marketing, and in-store experiences. The main objective was to speed up the End-to-End Ordering journey with an efficient Digital platform to complete the process of customer request with minimal manual handling, rich Customer experience and cost effective.

* + Elicited & Translated Business requirement to User Stories & Epics.
  + Documented the user stories with Acceptance criteria, prototypes, Business value, Precondition, and also included any development and testing notes.
  + Conducted Gap Analysis\Scope Analysis\Impact Analysis on Business Process using techniques like use case diagrams (UML) \ Context Diagram (Data Flow Modelling) \ BPMN (process modelling) \Flow charts using Visio and Lucid chart.
  + Conducted AS-IS and TO-BE Analysis and suggest Fit for Business Solutions by designing a Change Strategy.
  + Organize & Lead Requirement Gathering (Elicitation) meetings using techniques like Interviews, Questionnaires, Interface Analysis, Document Analysis, Brainstorming Sessions, and Focus Group Discussions.
  + Worked with cross functional team during development, Integration Testing, Functional Testing, and UAT to deliver end- to-end solution.
  + Helped the team to understand the requirements during planning sessions for better estimation of user stories the team would commit to for the sprint.
  + Delivered other requirement documents like Use Case\Process Flow\Change Requests\SRS\ Requirement traceability Matrix.
  + Involved in creating wireframes and mockups for the system using MS VISIO.
  + Verification\Validation of requirements to ensure they deliver business value by conducting various Reviews and workshops with clients.

**HATSUN AGRO PRODUCT LTD, Chennai**

***Role: OFFICER-* BPM APR-2018 to DEC-2021**

***Domain -Supply Chain Management***

**Project- Enterprise Procurement Management System(EPMS) and WMS**

* Identifying the existing business processes and interviewing internal and external stakeholders to understand those processes in detail.
* Worked as a part of the ERP module in analysing and gathering requirements of the procurement cycle of the product.
* Interviewing end users of the system to understand the existing functionalities and documenting them.
* Interviewing various stakeholders and technical teams of the business process to find out system limitations and documenting them.
* Translating business needs into clear and concise functional specifications for development teams.
* Analyzing and identify business process improvements and provide recommendations.
* Acting as a liaison between business stakeholders and technical teams to ensure alignment on project goals, deliverables, and timelines.
* Developing use cases, user stories, wireframes, and process flow diagrams to articulate business requirements and system functionality.
* Understand prospect’s business requirements and establish our solution as the suited to meet those needs on day-to-day CHANGE Requests.
* Performing UAT to understand the process flow and output of the solutions.
* Analysing and documenting the bottom-up and middle management process to understand the operational level dependencies.
* Track and report on project progress, ensuring that deadlines and objectives are met.
* Support the development and execution of training materials and documentation to support end-users.

**Flextronics Technologies, Chennai**

**Role: SUPERVISOR – WIP**

**Domain -Supply Chain Management APR-2015 to JAN-2016**

Responsibilities:

* Supervision of Incoming and outgoing materials from stores to production.
* Receiving material from stores and feeding to production against the W/O within lead time.
* Ensuring kitting cycle time and kit takeover process from warehouse as per plan.
* Ensuring smooth material flow for production in FIFO manner as per production plan and schedule.
* Maintaining complete records, STOCK entries for stock inward and outward.
* Ensuring material availability for running and upcoming production with coordination of planning team.
* Focusing on areas like cost reduction, inventory accuracy, and storage improvement by identifying the VA’s and NVA’s in logistics operations.
* Monitoring & Maintaining 5S and 3C activity regularly.

**NEC INDIA PVT LTD, Chennai**

**Role: TECHNICIAN STORES CONTROL OCT- 2012 to APR-2015**

Responsibilities:

* Responsible for Incoming and outgoing materials of stores.
* Responsible for all the materials received are to be entered in the inward register and also ensure that the quantities are as per the invoice and purchase order. (Stock Inward/Outward).
* Material storage and put away process.
* Implementation of BIN card.
* Various proven methodologies (KANBAN, 2-Bin & JIT) used in logistics to achieve operational excellence.
* Ensuring material availability for running and upcoming production.
* Operator Multi skill training and improving through the Real Time Visual Qualification (RTVQ).
* Responsible for conducting Training for Newly Joined persons.
* One of the members in the lean implementation team.

###### **PROFESSIONAL DEMONSTRATES:**

* Intense collaboration
* Passionate customer focus
* Thoughtful, fast, disciplined execution
* Tenacious commitment to continuous improvement
* Relentless drive to win

###### **Team Building Skill:**

* An effective communicator with excellent relationship building & interpersonal skills
* Problem-solving & Influencing skills, Time Management, Team Player.
* Strong analytical, problem solving & organizational abilities.
* Possess a flexible, process & detail-oriented attitude.
* Passionate about learning and to continuously improve skills.

###### **EDUCATION CREDENTIALS:**

* MBA in Logistics and Supply Chain Management from University of Madras.
* B.E in Electronics & Communication engineering from Sathyabhama University, 2017 with 69 %.
* Diploma in Electronics & Communication engineering (DECE) from MURUGAPPA POLYTECHNIC COLLEGE, CHENNAI. 2010 with 74% (1st class).
* HSC in Govt Higher Secondary School, Ammayarkuppam.2007 with 73%.
* SSLC in Govt Higher Secondary School, Ammayarkuppam.2005 with 83%.

###### **Personal profile:**

### Date of Birth : 06.07.1990

Father’s Name : A.S.Dharmalingam

Marital Status : Married

Language known : English, Tamil

Nationality : Indian

Hobbies : Reading books & listening to music

Passport No : L2265878

###### **Declaration**

I hereby declare that of all the information furnished above is true to the best of my knowledge and

I am hoping for the best with confidence.

Date: Yours faithfully,

Place: Chennai (D.Kumaran)