KUMARAN DHARMALINGAM

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# PROFESSIONAL SUMMARY

Certified Business Analyst with 4+ years of experience delivering digital transformation and process optimization in the Supply Chain Management, Procurement, and Content Management domains. Proven expertise in Agile and Waterfall environments, stakeholder management, and translating business needs into actionable technical solutions. Adept at working across cross-functional teams to deliver value-driven outcomes.

# CORE COMPETENCIES

* Business Requirements Gathering & Analysis
* BRD | FRD | SRS | FSD | Use Cases | RTM
* Agile (Scrum) & Waterfall Methodologies
* User Stories | Epics | Wireframes | Mockups | UML | BPMN
* Stakeholder Engagement & Communication
* Sprint Planning | Product Backlog Management | UAT
* Gap Analysis | AS-IS/TO-BE Process Modeling
* Procurement & Order Management Systems
* CMS, WMS, EPMS Domains

# TOOLS & TECHNOLOGIES

JIRA | Confluence | Microsoft Visio | Lucidchart | Balsamiq | MS Excel | MS Office | ERP Tools

# PROFESSIONAL EXPERIENCE

**Project Role:** Senior Executive-Content Management System  
**Domain:** Procurement and Order Processing  
**Methodology:** Agile  
**Organization:** Wipro Ltd.  
Dec 2021 – Present

* Spearheading the CMS development project for US based client , enhancing procurement and order processing workflows.
* Collaborated with business stakeholders to gather and analyze requirements for building a custom Content Management System (CMS) aimed at streamlining procurement and order processing functions.
* Conducted stakeholder interviews, JAD sessions, and requirement workshops to elicit functional and non-functional requirements.
* Created and maintained Product Backlog and ensured consistent prioritization through collaboration with Product Owner and cross-functional teams.
* Developed process flow diagrams, wireframes, and mockups using tools like Visio and Balsamiq to visualize CMS functionalities.
* Prepared detailed **Business Requirement Documents (BRD)** and **Functional Requirement Documents (FRD)** to align business and technical teams.
* Conducted gap, scope, and impact analysis using UML and BPMN techniques
* Delivered AS-IS/TO-BE models and facilitated change strategies
* Facilitated sprint planning, backlog grooming, UAT coordination, and end-user training.
* Acted as a bridge between business users and the IT team, ensuring seamless communication throughout the CMS lifecycle.

Hatsun Agro Product Ltd., Chennai  
Business Analyst – EPMS & WMS Projects  
Apr 2018 – Dec 2021

**Project Role:** Officer-Business Process Management  
**Domain: Supply Chain – Procurement**  
**Methodology:** Agile  
**Organization:** Hatsun Agro.  
Jan 2020 – Dec 2021

* Gathered and analysed business requirements related to end-to-end procurement lifecycle including requisitioning, approvals, vendor management, and invoicing.
* Created and prioritized user stories in the product backlog and participated in sprint planning and retrospectives.
* Facilitated cross-functional workshops with business users and IT to align on procurement workflows and automation needs.
* Designed mockups and process flow diagrams to assist development and QA teams.
* Supported Product Owner in backlog grooming, story refinement, and delivery tracking using tools like JIRA and Confluence.

**Project Role:** Officer-Business Process Management  
**Domain: Supply Chain – WMS**  
**Methodology:** Waterfall  
**Organization:** Hatsun Agro.  
Apr 2018 – Dec 2019

* Conducted requirement gathering sessions and created detailed BRD, FRD, and Use Case Documents for WMS functionalities such as inventory tracking, order fulfilment, and logistics integration.
* Worked with warehouse operations team to define business rules for receiving, putaway, picking, packing, and dispatch processes.
* Collaborated with technical teams to validate system design and ensure alignment with functional specifications.
* Assisted in end-to-end system testing, user training, and post-deployment support.
* Played a key role in reducing manual processes through digitization of warehouse activities.

**Flextronics Technologies, Chennai  
Supervisor – Work-In-Progress (WIP)  
Apr 2015 – Jan 2016**

* Oversaw inventory and material movement in the production floor; implemented process enhancements using VA/NVA techniques.
* Monitored FIFO adherence and supported 5S lean initiatives.

**NEC India Pvt. Ltd., Chennai  
Technician – Stores Control  
Oct 2012 – Apr 2015**

* Managed warehouse inventory, participated in lean transformation projects, and supported ERP stock reconciliation processes.

# EDUCATION

* MBA, Logistics & Supply Chain Management – University of Madras
* B.E., Electronics & Communication – Sathyabama University
* Diploma, Electronics & Communication – Murugappa Polytechnic College

# PROFESSIONAL TRAITS

* Strong analytical and problem-solving skills
* Effective communicator and team player
* Adaptive, self-motivated, and committed to continuous learning