



## RESAU MAIDEEN S

Versatile and high-energy professional with overall **12+ years of experience**, and with the merit of executing prestigious projects within strict time schedules; targeting opportunities as **Agile Business Analyst** with an organization of high repute in **MNC's and with IT Product based industry**



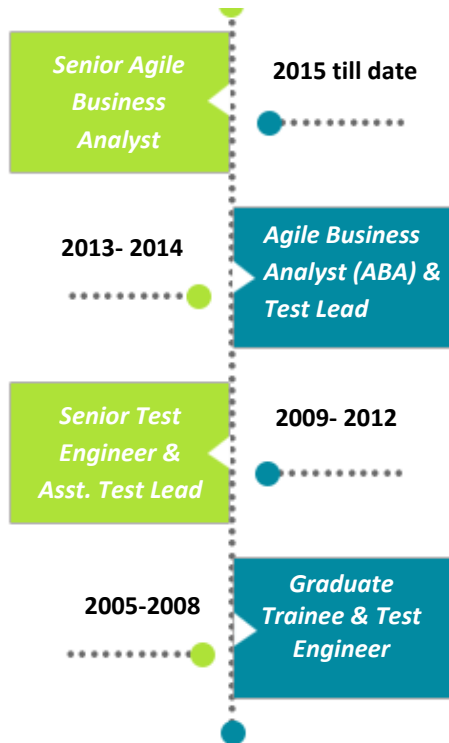
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### GROWTH PATH



### PROFILE SUMMARY

- **Agile Business Analyst** with expertise in managing project using Scrum Framework/Agile Methodologies involving requirement analysis, configuration, master data creation & validation, UAT testing & post implementation support
- Possess **experience of business analysis entailing** As-Is / To-Be Analysis, mapping & finalizing requirements, documenting functional specifications, determining business scenario, and mapping them into solutions
- Efficient in **mapping requirements of clients as well as multiple stakeholders**, documenting Business & Functional Documents like BRDs, User Stories, Define Acceptance Criteria, FRD, Use Cases, Data Extraction, Reporting, API, User Manual
- Skilled in **creating user stories, workflows, data flow and mapping diagrams, release notes, product deep dives, product webinars, process flow creation**
- **Excels in Project Management** with expertise in project planning & tracking, Proposal/SOW preparation, Status Reporting, scope management, activity sequencing, cost estimation, risk analysis & quality
- **Customer Centric Professional**; efficient in interacting with clients for following up on unresolved issues; ensured high-quality customer experience, while adhering to the work processes & SLAs
- **Key People Leader**, led and motivated team towards growth and success in the organization; trained the team with technical expertise on various facets as per requirement of the project
- **Domain Expert: Automotive, E-commerce, Retail & wholesale, Healthcare, Supply chain Management, Insurance, BFSI and Manufacturing**
- Hands on experience in Technology like .Net, VB Script, Java, Mainframe, Siebel, SAP, SaaS, Salesforce etc.



### CERTIFICATION

- Six Sigma Green Belt
- HP Quick Test Professional (QTP / UFT)
- Fundamental & Experts in 'The Testing Sense'
- CCBA from IIBA (Business Analysis)



### AWARDS

- Received 'Vice President Award' for Outstanding contribution in Products
- Received 'Best Kaizen Award' for 'Lack of Functional Knowledge'
- Received 'Most Productive Project (MPP)' – 3 Times
- Received 'Best Project Award' – 2 Times



### ACADEMIC DETAILS

- B.E. (Computer Science) from Mohamed Sathak Engineering College, Kilakarai in 2004.



## CORE COMPETENCIES

### Business Analysis

Requirement Gathering & Analysis

Client/ Stakeholder

Management

User Story Framing

Business process analysis

### Scrum/Agile Implementation

Process Enhancements/QA

Change Request

Management

Impact Analysis

User acceptance test

### Reporting & Documentation

Gap & Risk Analysis

Team Building & Leadership

End to End Validation

Prototyping



## IT SKILLS

- JIRA
- Confluence
- Scrum
- Kanban
- X-Ray
- MS Visio
- HP-QC
- MS Office (Word, PowerPoint, Excel)
- UNIX
- SQL
- QC
- XMind



## ORGANIZATION EXPERIENCE

Since Mar'2008 with Renault Nissan Technologies and Business Centre, Chennai  
Onsite experience: France (2 years)

From Mar'2006 to Mar'2008 with Pathfinder Software Solution Private Limited as a Test Engineer.  
Onsite experience: Sri Lanka (2 years)

### Key Result Areas:

- **Facilitating discussions to elicit and understanding business needs, requirements & priorities;** driving prioritization & project management with senior stakeholders; providing insights for design & business process
- Providing architectural blueprints to **bridge the gap** between business and IT team; recommending tools, technologies, **redesigned & improved process**
- **Administering project planning,** effort, design, scope, estimation, change requests, resource coordination, sign-offs and delivery, as per specified timeframes; implementing project plans within preset budgets and deadlines
- **Developing prototypes for the projects** like designing of screens, writing using **BA tools and writing user stories** for multiple **Product Owners and Internal Stakeholders**
- **Preparing** Software Requirement Specifications, Business Requirements Document, Use Case Specifications, Functional Specifications, Systems Design Specification, Requirement Traceability Matrix and Testing Documents along with daily issue resolution sheet in all modules & generated daily progress report
- **Conducting requirement workshops, demos and design meetings** with senior stakeholders in business & technology to influence, build consensus & control scope, while ensuring delivery of optimal business solutions
- Interfacing with **Development, QA & Support teams** to ensure complete understanding of requirements, building innovative products, solutions for business based on requirements and generating new ideas & prototypes
- **Maintaining healthy business relations with clients** and ensured high customer satisfaction metrics by achieving delivery & service quality norms
- **Managing multi-vendor, multi-location teams including Solution Design, Testing, Integration and User Acceptance Testing** along with Service Introduction readiness to LIVE
- Undertaking **SWOT Analysis, Impact Analysis & Root cause analysis** using an **Agile approach**



## PERSONAL DETAILS

**Date of Birth:** 23 Jul 1983

**Languages Known:** English & Tamil

**Address:** Chennai

**Permanent Address:** Tirunelveli

## ANNEXURE

### Projects Executed:

**Projects Name:** SEDRE (Ordering & Follow-up in Distribution Domain)

**Description:** SEDRE (Network Distribution System) is a centralized application for distributing new vehicles to all countries except France. It allows entering and monitoring of Customer Orders and Vehicle manufacturing requests.

The main objective of project RSO (France Dealer Interface) is to large extent an application that manages the breakdown time. Its primary role is to be an interface between Renault and the users to which the customers, the potential customers or the buyers of a new group vehicle are associated.

BCV (Base Central Vehicle) is the Central application that creates unique reference to all the Renault vehicles produced in the Manufacturing Units. BCV stores Renault vehicles information from the time of order request until the customer delivery.

### Key Results Areas:

- Elicits business needs & requirements and convert it to user stories.
- Handling multiple different geographical Stakeholders.
- Preparing Business Process flow, Mind map, mock-up screens etc.
- Conducting grooming and brainstorming session with multiple teams.
- Solution providing with innovative ideas
- Find roadblocks and improve business.
- Perform User Acceptance Testing before delivering it to business.
- Maintaining business flows, Product feature mapping, User roles and Profiles.

**Projects Name:** Tires Portal (PNE) in After sales Domain

**Description:** All service centres dealer orders the Tires through this portal for all Renault and Nissan cars.

### Highlights:

- Coached the business teams along with Agile coach and helped them to transform towards Agile
- Facilitated sprint planning sessions and ensured that the team understand their ability to meet sprint commitments
- Ensured the team's sense of accountability to their commitments and to other teams within organization
- Arranged daily stand-up meetings, facilitate meetings, schedule meetings, demo to ensure quick inspection and proper use of adaptation process
- Responsible to Conduct retrospective meetings and follow up on the Action Items assigned to the team members
- Elicits business needs & requirements and convert it to user stories
- Preparing digital mock-ups
- Support Backlog management & prioritization.
- Define User stories and Acceptance criteria.
- Perform user acceptance validation before delivering it to business
- Active collaboration between business team and IT team
- Supporting IT team for any business clarifications.
- Collecting feedback from business and analysing it.

- Support in deriving business usage reports.
- Maintaining business flows, Product feature mapping, User roles and Profiles.

**Project Name:** Renault Parts & PNE (Ecommerce)

**Description:** RPS & PNE is an online application which is useful for the primary and secondary dealer to order after car parts. Around 15,000 dealers use RPS to order parts. It's interfaced with many applications to get parts details, pricing, images.

**Highlights:**

- Elicits business needs & requirements and convert it to user stories
- Preparing digital mock-ups
- Support Backlog management & prioritization.
- Define User stories and Acceptance criteria.
- Perform user acceptance validation before delivering it to business
- Active collaboration between business team and IT team
- Supporting IT team for any business clarifications.
- Collecting feedback from business and Analysing it.
- Support in deriving business usage reports.
- Maintaining business flows, Product feature mapping, User roles and Profiles.