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## **Business Analyst ~ Business Development Executive ~ Risk Management**

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Energetic, reliable and adaptable professional with a solid understanding of business operations and various corporate environments. Deft in providing oversight and project leadership for longer-term and complex enterprise-wide business initiatives within the company. Proven ability in creatively identifying methods for improving staff productivity and organizational behavior. A skilled Business Analyst with remarkable capability to create and execute innovative business development strategies to consistently generate new revenue streams and improve performance in targeted segments. Proficient skillful employee in achieving complex objective and timelines. Demonstrated strengths in managing project integration, scope, time, costs and quality components.

Customer focused, highly successful in building relationships with key decision makers, seizing control of critical problem areas and delivering on customer commitments. Major experience across all facets of Business Analysis, Business Development, Strategic Development & Leadership and Risk Management. Demonstrated effectiveness in providing vision and counsel in steering organizations through accelerated growth as well as in turning around underperforming businesses. Demonstrated expertise in leadership and in providing innovative human capital management solutions which also include strategic planning, policy and procedure administration, recruiting and hiring practices, personnel development, retention approaches, legal compliance structures, managerial support, negotiations, and conflict management.

Skilled in swiftly ramping up mission critical projects with competent skills and ensuring on time deliverables. Competencies in mobilizing and managing resources with structured inputs in the domains of project planning, designing, scheduling and monitoring to ensure project accomplishment within defined time/cost parameters. Possess a very strong understanding of the specific business processes being addressed, along with the ability to bridge the gap between the business & the technical worlds. Keen planner and farsighted with strengths to perceive beyond obvious. Exceptionally well organized with a track record that demonstrates self motivation, creativity, and initiative to achieve both personal & corporate goals. Result driven and focused with immaculate work habits, man-management, time management and leadership skills.

### **PROFESSIONAL VALUE OFFERED**

Business Process Analysis	Analytical Skills	Business Execution	Configuration Management
Information Gathering	Quality Assurance	Training & Development	Documentation Standards
Policy Regulations	Process Improvement	Marketing Strategies	Leadership Acumen

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### **PROFESSIONAL HIGHLIGHTS**

- Successfully executed process improvement projects (Annual Inventory, Quarterly Inventory, Deliverables Shelf Reorganization, Quality Assurance checks on documentation deliverables) through application of CMMI concepts.
- Defined, co-authored, implemented and wrote configuration management processes and improvements.
- Produced contractually required technical documentations that exceeded client expectations.
- Played a key role in the requirements gathering and performed user tests which resulted to the integration of the data entry information thus improving the Graphic User Interface of the process workflow.

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### **CAREER PROGRESSION**

NCI Information Systems, Inc., Washington, DC

Key Profile

- Ensuring timely and accurate completion of all documents by maintaining change control and version control documents of technical documents
- Managing configuration management (CM) tasks/goals by developing project plans and timelines (Work Breakdown Structure - WBS)
- Involved in a range of activities like research, plan, design, write, edit a range of documents including user/process documentation manuals, business process workflows, standard operating procedures (SOPs), forms, reports etc.
- Liaising with Subject Matter Experts (SME) and users to understand requirements, gather information, translate information and produce clear, readable documents
- Developing processed, procedures and policy documents, bi-annual review and update all process assets
- Create documentation and maintain program templates and forms
- Establish, communicate and maintain documentation standards
- Supervise and attain fast turnaround for inventories, quality checks, helpdesk requests, data entry and special projects as required.
- Performs quality assurance (QA) checks on documentation deliverables.
- Create and coordinate training materials for process, procedure, policy, systems, forms and templates, maintain the overall Process Improvement Plan and perform other duties as assigned.
- Responsible for service identification, definition, standard operating procedure (SOP) documentation, Operational Level Agreements and Service Level Agreements,
- Identifying and organizing activities, determining estimated timeframes and level of effort to complete tasks, facilitating meetings with process owners, documenting and analyzing "as-is" processes to identify areas for improvement, and recommending "to-be" processes.
- Interact with project managers (PM), PM Support, developers, external and internal clients on a daily basis.

## **Previous Work Experience**

### **Marketing Coordinator, Nov 2006 – Apr 2008**

#### Key Profile

- Assisted the marketing team with various tasks such as customer satisfaction analysis, sales programs, product development and service programs.
- Delivered marketing information in a timely manner on behalf of the marketing department.
- Implemented marketing campaigns for book promotions and created publicity materials
- Developed, updated and maintained marketing contacts databases.
- Researched and obtained post-publication reviewers, book promotion contacts and other marketing contacts.
- Worked closely with the book's author in line with book marketing and liaised with vendors for selecting and soliciting bids.
- Updated the Sashay Communication web pages.
- Supported seminars and other events.

### **Advertising Coordinator, Sep 2006 – Apr 2008**

#### Key Profile

- Administered traffic management and layout and design functions.
- Interacted with the Printing, Publications staff and publisher's editing and production team regarding newsletter ad placement, schedules and policy changes.
- Prepared and processed all accounts payable and accounts receivables activities related to advertising.
- Build and maintain relationships with clients.
- Created and distributed appropriate advertising communications to branch offices and adhered to deadline and submission dates.

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## **EDUCATION**

MBA (Masters in Business Administration - Finance), Coventry University (U.K), July 2010  
2002/Sep -2006/April

ECE from Anna university with first class degree

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**References Furnished upon Request**