

# Ramkumar AJ

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## CORE COMPETENCES

- Business Analysis Planning and Monitoring.
- Elicitation and Collaboration.
- Requirement Life cycle Management.
- Requirement Analysis and Design Definition.
- Strategy Analysis
- Solution Evaluation
- Stakeholder management
- Project management

## TECHNICAL SKILLS

- Documentation Tools: MS Suite.
- Prototyping & Wire frames Tools: Axure & Balsamiq
- Modeling Tools: MS Visio, Draw.io.
- Database: SQL
- Project Management tool:- JIRA
- Reporting Tools: Tableau.

## EDUCATION

### MBA

Bishop herber college - Trichy  
2021

## CERTIFICATES

- Certified IT – Business Analyst IIBA [EEP].
- Agile requirement foundations.
- Project Management.

## SOFT SKILLS

- Analytical Thinking
- Problem-Solving
- Collaboration and Teamwork

## LANGUAGE

- English
- Tamil

## CAREER OBJECTIVE

Driven and analytical professional with 1.4 years of experience in Cash Application and Accounts Receivable (AR), seeking to transition into a Business Analyst role.

Eager to leverage my attention to detail, problem-solving skills and ability to collaborate across teams to drive business improvements.

## PROFILE SUMMARY

- In-depth knowledge of SDLC in various phases (i.e. waterfall & agile)
- Proficient in **Waterfall Model**: Gathered requirements using **Elicitation Techniques** and prepared **BRD, FRD, SRS** prepared **RACI Matrix**, BCD, created **UML Diagrams** and **Prototypes** and requirements tracking through **RTM** well versed with **UAT** handling **Change Request**.
- Expert in **Agile Scrum**: Creation of **user stories** and Added **Acceptance Criteria, BV & CP, Sprint & Product Backlogs** conducted various **Sprint Meetings; Sprint & Product Burndown charts** ensured **DOR** and **DOD** checklist.
- The cash application process needs to match the payment to the correct customer invoice(s) or open accounts receivable.

## PROJECTS

Real - Time Payment Tracking system / AGILE

### Responsibilities

- Interacted with the stakeholders and gathered requirements by using various **elicitation techniques**.
- Created user stories with appropriate acceptance criteria with the assistance of the Product Owner. Added **user stories** into **product backlog** using the **JIRA tool**.
- Prioritized and validated the requirements using **Moscow** and **FURPS** technique, added **user stories** to **sprint backlog** based on prioritization order.
- Collaborated with Product Owner and Scrum Master for **BV** and **CP**. and assisted the Product Owner for the creation of **DOR** and **DOD** checklist.
- Participated in **sprint ceremonies** to remove **road blocks** in the project.
- Generated **Sprint, Product Burn down/Burn up charts** to track the project progress.

HRMS / WATERFALL

### Responsibilities

- Conducted **Enterprise Analysis** and under the assistance of a senior BA in creating a Business Case Document, conducted **Stakeholder Analysis**, and prepared **RACI Matrix**.
- Gathered requirements from business heads using **Elicitation Techniques** and created a **Business Requirements Document (BRD)**.
- Created **UML diagrams** and **wireframes** to visually represent requirements using **MS Visio, Balsamiq, and Axure**.
- Created and maintained **RTM** throughout the project
- Assisted in Testing Team by preparing **Test Case Scenarios** and ensured the **UAT** was successful.

## WORK EXPERIENCE

### Capgemini

January 2023– April 2024

Cash Apps / Process Associate

FedEX

- Processed daily allocated payments using Blackline and proficiently utilized SAP for accurate and timely transaction handling.
- Addressed unapplied funds by following up with customers and allocating funds using SAP, ensuring accurate accounting.
- Verify that all daily deposits are accurately recorded, and ensure proper documentation for each transaction to match bank statements and company records.