

# Haresh Balasubramanian

## Objective

Overall experience of 7 years, with 3 years relevant to Business Analyst experience looking for challenging position in contributing to my experience towards the achievement of organizational and individual goals.

## Profile Summary

- Experience in translating complex Business tools clear and concise BRD/FRD documents.
- Strong liaison experience among different stakeholder regarding development of software functionality across SDLC.
- Hands on experience in modelling requirements using UML diagrams and derived the test cases from test cases and facilitating UAT.
- Demonstrated ability to collaborate with stakeholders, gathering requirements, manage complex data and documenting, and drive continuous improvement using agile methodologies to enhance project delivery, optimize workflow, and adapt to evolving requirements.
- Expertise in designing Prototype using AXURE and BALSAMIQ.
- Managed effective action plans to respond to audit discoveries and compliance violations.
- Directed and implemented strategic improvement plans to integrate solutions to audit findings and workflow process issues .

## Work Experience

**Amazon Development Centre – Bangalore June 2021 to May 2024**

**Designation: Product Compliance Associate**

**Project : RISC Assistant**

**Description:** RISC Ops and ROI working is launching sunset model working with SWAT. Through this sunset model, RISC Ops identify all third-party scripts and extensions that pose security risks. For identified scripts, RISC tech governance will implement a sun setting road map to migrate these scripts to compliant platform and deprecate the old ones.

**Roles and Responsibilities:**

- Followed agile methodology in this project.
- Involved in requirement gathering, identifying stakeholder, risk analysis, mitigation, and conducted retrospective meetings towards the end of each sprint.
- Facilitated Scrum Team on regular basis with respect to the Product Owner and Stakeholder in addressing the requirements.
- Played role in generating User Stories and added Acceptance criteria using JIRA Tool.
- Involved in Product Grooming meeting to prioritize the Product Backlog.
- Responsible for creating and maintaining any necessary documentation, such as requirement specifications and change logs.
- Involved in designing fall back mechanism and followed up with developers regularly to track progress.
- Review and monitor assigned Seller appeals and Escalation SIMs – Product Safety
- Presented comprehensive reports to upper management and audit team, helped in reduction of 80% quality errors.

## Contact

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## Core competences

- Requirement Analysis and Design Definition
- Business Analysis Planning and Monitoring
- Requirement Life Cycle Management in Business Analysis
- Solution Evaluation
- BA Strategy Analysis
- SWOT Analysis

## 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: Power BI & Tableau.

## Education

B.E Computer Science: May 2017

Dr. Mahalingam College of Engineering and Technology

## Certification

Certified IT – Business Analyst  
IIBA [EEP]

## Languages

English, Tamil

**Concentrix – Bangalore**

**July 2019 to June 2021**

**Designation: Sr. Advisor, Technical Support**

**Process: Adobe - Line of Business: Small Business Support.**

**Project : Broadcaster**

**Description:** The Broadcaster project aims to develop a streamlined system for automating the creation of monthly scorecards and tracking quality metrics across multiple teams. By eliminating the manual processes currently used, the project seeks to enhance data accuracy, reduce errors, and improve efficiency in generating timely and reliable reports. This initiative ensures scalability, facilitates performance monitoring, and provides managerial insights, ultimately boosting stakeholder satisfaction.

**Roles and Responsibilities:**

- As a Business Analyst Conducted workshops, interviews, and meetings with stakeholders to understand and document the project's requirements.
- Created detailed Business Requirements Document (BRD) capturing all functional and non-functional requirements.
- Responsible for the Requirement Analysis on the gathered requirement as well as validated and prioritized using MOSCOW and FURPS techniques and sorted the requirement.
- Created UML diagrams that describe the requirements visually, such as Use Case, Activity and Sequence Diagrams.
- Hands on experience in stakeholder analysis and deriving the RACI Matrix.
- Created and maintained the RTM throughout the process.
- Managing the Project through status meetings, weekly reports, identifying risks and tracking issues.
- Participate in User Acceptance Testing (UAT) to ensure the solution meets the business needs.
- Retained existing clients and developed new accounts by extending high quality and efficient support service.
- Helped streamline repair processes and update procedures for support action consistency.
- Increased sales by educating prospects on benefits of products and services in comparison to competitors.
- Effectively delivered substantial results by assisting the team assigned to reach quality metrics.

**Amazon Development Centre - Coimbatore**

**May 2017 to July 2019**

**Designation: Customer Service Associate**

- Improved customer satisfaction ratings by addressing issues and fostering timely resolution.
- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Trained new team members on service techniques and provided scoring through quality assurance program.

**Declaration:**

I hereby declare that the information furnished above is true to the best of my Knowledge.