Haresh Balasubramanian

Objective

Experienced professional with 7 years of overall expertise, including 3 years as a Business Analyst, seeking a challenging role to leverage my skills in requirement analysis, stakeholder collaboration, and process optimization. Dedicated to driving organizational success by aligning business goals with innovative solutions while fostering continuous improvement and value delivery.

Profile Summary

- Proficient in **Agile** frameworks such as **Scrum** and **Kanban**, with hands-on experience in facilitating Agile ceremonies like **sprint planning**, **daily stand-ups**, **sprint reviews**, and **retrospectives**.
- Expertise in maintaining Agile documentation such as **user stories**, **acceptance criteria**, **sprint backlogs**, **BV**, **CP**, Product Burndown charts and **release notes**, **DOR** and **DOD** checklist.
- Strong liaison experience among different stakeholder regarding development of software functionality across SDLC.
- Expert in **Waterfall model**, Gathered requirements using **Elicitation Techniques**, translating complex Business tools clear and concise **BRD/FRD/SRS** documents, preparing **RACI Matrix**,
- Hands on experience in modelling requirements using **UML diagrams, prototypes, RTM,** derived 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 action plans to respond to audits 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 - Agile
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:

- Employed E**licitation techniques** to identify and document business and functional requirements.
- Translated requirements into detailed **user stories** with well-defined **acceptance criteria**.
- Collaborated with the Product Owner and team to prioritize and refine the **product backlog** using the **MOSCOW** and **FURPS**, ensuring user stories meet **DOR** and adhere to **DOD**.
- Tracked sprint progress using tools like **JIRA** to manage and update the **sprint backlog**.
- Actively participate in **sprint ceremonies** including **planning**, **stand-ups**, **reviews**, and **retrospectives**.
- Identified and helped resolve **roadblocks** impacting sprint goals.
- Used metrics like **Sprint Burn Down/Burn Up Charts** and **Product Burn Down Charts** to monitor progress and guide discussions on team velocity and backlog completion.

Contact

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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: 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

- Collaborated with stakeholders to assign **BV** and **CP** to user stories to aid in prioritization and sprint estimation.
- Supported the development and QA teams during **User Acceptance Testing (UAT)** to validate requirements and ensure stakeholder satisfaction.
- 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.

Concentrix – Bangalore   **July 2019 to June 2021**
Designation: Sr. Advisor, Technical Support
Process: Adobe - Line of Business: Small Business Support
Project : Broadcaster - Waterfall
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:
- Conducted **Enterprise Analysis** to define the project scope, business objectives, and alignment with organizational goals, ensuring clarity in project initiation.
- Performed **Stakeholder Analysis** to identify key stakeholders, map their roles, and define engagement strategies to meet their expectations throughout the project.
- Developed a detailed **RACI Matrix** to outline roles and responsibilities for stakeholders and team members, ensuring accountability and efficient communication.
- Utilized various **Elicitation Techniques** such as interviews, surveys, and document analysis to gather and document business requirements in a comprehensive **Business Requirements Document (BRD)**.
- Authored and reviewed the **Functional Requirements Document (FRD)** and **Software Requirements Specification (SRS)**, detailing functional, technical, and non-functional requirements for each phase of the project.
- Created **UML diagrams** (use case, activity, and sequence diagrams) and designed interactive **wireframes** using tools like **MS Visio**, **Balsamiq**, and **Axure** to visually represent workflows and system designs.
- Maintained a **Requirements Traceability Matrix (RTM)** to ensure that all documented requirements were linked to corresponding test cases, minimizing gaps during validation and implementation.
- Collaborated with QA teams to define **Test Case Scenarios** and conducted **User Acceptance Testing (UAT)** to validate deliverables against business requirements, ensuring readiness for deployment.
- 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 and 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.