

Harshini Narasimhan

Business Consultant

D.O.B : 13-Mar-1984
 Gender : Female
 Email ID : harshini.n13@gmail.com
 Contact No : +65 84999264
 Location : Netherlands

PROFESSIONAL BACKGROUND

- Harshini has over 10 years of experience in Business Analysis & Modeling, Business Process Improvement, Functional Requirements Specification, Use case documentation, Wireframing, Client Servicing, Value Stream Mapping, Lean Implementation and Market Research
- She has been involved in end-to-end project lifecycle from inception, elaboration, construction to transition phase both in greenfield and brownfield projects
- Has worked in both Agile & Waterfall methodology Delivery Processes
- Has international exposure working in UK and Netherlands
- Strong communication, analytical and interpersonal skills;
- Deep understanding of multicultural aspects, diligence, eye for detail, flexibility, time management defines her approach to work

EDUCATION

- **2007-2009**
S.P. Jain Institute of Management & Research, Mumbai, India
Master of Business Administration (Systems)
- **2001-2005**
Anna University Chennai, India
Bachelor of Engineering in Electronics & Communication

EXPERTISE

Area	Industry
<ul style="list-style-type: none"> • Business Process Management • Business Analysis • Certified Pega Business Architect • Lean Six Sigma (Green Belt), ITIL 	<ul style="list-style-type: none"> • Telecommunications • Manufacturing • Retail • Financial Services

ORGANIZATIONAL EXPERIENCE (126 months)

- Singtel, Singapore Oct 2018 – Present**
- She is working on pre-sales deck to elucidate the value add offered by Pega BPM stack to prospective customers business transformation journey
- Nike, Netherlands Apr 2018 - Jun 2018 (3 months, Freelancer)**
- She performed the role of **Lead Business Process Analyst** to deliver an automated customer ordering business process via **scaled agile methodology**
 - Participated in PI Planning meeting to plan the releases, Break down requirements into deliverables, determining effort and minimum viable product
 - Collaborated with the product owner in shaping complex user-stories and in understanding the impact of requirements (both technical and operational)
 - Proposed process improvement suggestions during retrospective meetings; Facilitated Client demos during sprint review sessions
- Capgemini Dec 2017 - Apr 2018 (4 months)**
Moody's (Financial Services)
- She as a **Manager** led offshore BA team, oversaw delivery of 3 functional streams, served as torch bearer avoiding scope creep in the project & managed stakeholder expectations
 - She also performed the role of **Lead Business Process Analyst** to groom user stories & manage the delivery of one rating platform built for a leading ratings organization
 - Provided feedback and improvement proposals, hands-on assistance and problem solving to deliver defect free ratings platform
 - Authored the Requirements Traceability matrix for the Use Cases to map the requirements with specification to implementation and test cases
- Paypal Inc, Sep 2017 – Nov 2017 (3 months)**
- She worked as Business Process Specialist for transforming key business processes across Finance via automation and execution within the IBM BPM application
 - She designed business processes, analysed and proposed recommended solutions
- Tech Mahindra Ltd, Sep 2013 – Aug 2017 (48 months)**
1. KPN, Netherlands (Telecom)
- She performed the role of **Lead Business Analyst** to capture the user stories in an OSS transformation program in an Agile way of working
 - Streamlined service order fulfilment & service assurance for customers across all channels for KPN's Residential Market for Fixed-line products

Harshini Narasimhan

TOOLS

- COTS: Oracle JDE (ERP), WFX, MS Visio, Excel, Access, Powerpoint
- Language: SQL, C++, VB.Net, ASP.Net,
- BPM Tools: Pega, ARIS, Zsmart BSS/ OSS, IBM BPM, Blueworks

CERTIFICATIONS

- Domain**
- NSE Certified in Financial Markets (NCFM): Beginners Module
 - AICPCU (American Institute for Chartered Property Casualty Underwriters) certified in INS21 (Property & Casualty Insurance)
 - Certified in Digital Payments by Udemy
- Methodology**
- Certified in Lean Six Sigma by KPMG
 - Scrum Master Certified by Udemy
- Technology**
- Pega Certified Business Architect (CBA) 7.2
 - RPA UiPath Business Analyst Certification
 - Blockchain and Bitcoin Fundamentals Certified by Udemy
 - Microsoft certified SQL practitioner
 - Teradata Certified Professional V2R5
 - Trained in Pega Marketing Consultant by Pega Academy
 - Trained JDE Functional consultant
 - Trained in Data warehousing & Business Intelligence

HOBBIES & INTERESTS

- Area of Interest: Data Science, Analytics, Psychology
- Hobbies: Trekking, Badminton, Bowling

LANGUAGES

- English - Professional
- French - Beginner
- Dutch - Beginner (A0)

ORGANIZATIONAL EXPERIENCE

- Process design to attain One fulfillment, One Assurance, centralized authentication & direct pre-qualification for ordering
- Authored the Level 3 Business process Flows as per eTOM Business Process Framework

2. Vodafone GOMA, UK (Telecom)

- Harshini performed the role of **Lead Business Analyst (Pega)** mapping the AS-IS process, capturing the Business Requirements and rules via stakeholder workshops, interviews etc. for their Global Order Management and Automation solution
- Collaborated between customer & development team to analyze information needs & deliver Process flow diagram, Use Cases & Wireframes
- Used Pega DCO techniques to discover, capture and refine business requirements, Automated business policies; Created correspondence templates, wireframes; established KPIs and SLAs to support L2C and T2R processes
- Participated in periodic shown-n-tell sessions of the application to the client

Wipro Technologies Ltd, Jan 2010 – Feb 2013 (37 months)

1. Rolls-Royce, UK (Manufacturing)

- She as a **Business Analyst** has captured the business requirements (functional/ non-functional), data, volumetric, security and service requirements in Business Requirements Catalogue
- Engaged with all the stakeholders to prioritize the business requirements using MoSCoW technique
- Worked on obtaining funding approval, agreement on vendor approach, security clearance on projects and sign-off from CTO & CoC

Gokaldas Exports, India May 2009 – Dec 2009 (8 months): Manufacturing

- She as a **Lean Six Sigma Consultant** has used lean methodologies for business process reengineering of a manufacturing major
- Studied and mapped the value stream mapping for specific product families
- Implemented pull system, one-piece flow, jidoka, just-in-time lean principles to business and manufacturing processes
- Identified and established performance measurement metrics (KPI's) and dashboard enabling the organization to understand the performance of their business and subsequently plan improvement initiatives
- Undertook Quantitative & Qualitative analysis (Fishbone Analysis) on negative performing KPI's and suggested go-forward plan

Cognizant Technology Solutions, India June 2005-Aug 2007 (21 months): INS

- Led a team of 3 that designed & implemented enhancements to the ETL (Extraction, Transformation & Loading) procedures & reports
- Proposed & developed value-add tools that automated testing, monitoring of applications & thereby reduced turnaround time for fixing defects leading to productivity improvement;