# Sree Ram Sundar Ponmony (Sree Ram)

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## Professional Summary

Results-driven Business Analyst with over 10 years of demonstrated expertise in Business Operations, Client Relations, Scrum Ceremonies, and New Business Development. Adept at delivering exceptional outcomes through strategic thinking and leadership in Agile environments, with a proven track record of driving profitability and process optimization.

## Career Highlights

- Accumulated over a decade of expertise in Business Operations, Client Relations, and New Business Development.
- Demonstrated excellence in requirement analysis, stakeholder management, and delivery of use cases across diverse projects encompassing CTB and RTB initiatives.
- Engaged in strategic roles onsite for 2 years in Australia, showcasing an ability to bridge gaps between technical requirements and international business objectives.
- Proven track record in process optimization, End-to-End Portal Development, Process Automation, and Data Migration.
- Acknowledged for outstanding contributions with accolades, including the Accenture Excellence (ACE) Award, Client Value Recognition, and Above & Beyond Award.

## Areas of Expertise

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|---|---|---|
| Business Operations Management | Agile Methodology | Workflow Management |
| Client Relations | Scrum Practices | API Development and Testing |
| New Business Development | Data Migration and Analysis | Robotics Process Automation |
| Business and Requirement Analysis | CRM Design and Architecture | MS Office, Office 365 |
| Stakeholder Management | Network Planning and Design | Payments and Billing |
| Project Management | Risk Assessment | Communication |
| Process Improvement | Performance Monitoring and Troubleshooting | Data Mapping |
| Governance and Reporting | Database Management | Cross-functional Collaborations |
| Team Leadership | Documentation | Problem-Solving |

## Technical Skills

Proficient in a broad spectrum of tools and platforms including JIRA, Confluence, Power BI, Postman, RPA, Alteryx, JSON, Figma, Visio, and SharePoint.

## Work Experience

### Community Service Volunteer                                          Jul 2024 – Till Date
**Junior Chamber International (JCI) –** Ontario**,** Canada
- Participated in and organized community events, training programs, and charity initiatives
- Enhanced leadership, problem-solving, and teamwork skills
- Demonstrated commitment to civic engagement and social responsibility

### Business Analyst Team Lead                                          Oct 2019 – Till Date
**Accenture –** Chennai, India
- Streamlined requirement gathering and analysis for process and system optimizations, driving profitability.
- Managed database migrations across Oracle, Hadoop, and MongoDB, improving data integrity.
- Data fetched from different sources were analyzed using Alteryx and loaded back into the system to ensure error-free data.
- The core data were identified by creating a workflow using Visio and migrated as part of different phases.
- Leading stakeholder workshops and brainstorming to finalize requirements, ensuring project alignment.
- Conducted Scrum ceremonies, fostering open communication and collaboration among team members.
- Provided strategic insights through SWOT analysis, identifying opportunities that drove 15% revenue growth
- Coordinating multiple stakeholders for project goals and business objectives by demonstrating the As-Is and To-be Models.
- Identified new opportunities for transformation based on the challenges faced by stakeholders.
- Spearheaded the transition of data processes from Storm to JIRA increasing data visibility by 30% and reducing errors by 20%
- Executing and refining User Acceptance Testing (UAT), ensuring product quality and user satisfaction.
- Applied design principles as a User Experience Designer, enhancing CRM product usability in JIRA.
- Reviewed QA test case documents, reducing post-release defects by 25% and improving quality by 10%
- Analyzed customer billing data based on subscriptions, discounts, taxes, and invoices based on payments.
- Integrated and tested API management using Postman and SQL queries

- Crafted Confluence documentation (user guides, functional docs) and developed LLD, HLD, and JSON design architectures
- Conducted capacity analysis for informed decision-making and budget control.
- Utilized client-centric approaches to address customer needs and drive solution design.
- Directed a diverse team of 20, fostering collaboration and skill development
- Created estimation, deal, quote, Config ordering, pricing, and workspace to transform from legacy license revenue model

### Associate Business Analyst                                                                Jan 2019 – Oct 2019
**Infosys Limited –** Trivandrum, India
- Spearheaded governance initiatives, optimizing operational efficiency through comprehensive training resources.
- Partnered with clients to analyze and improve processes, driving business growth
- Provided expert support to stakeholders, resolving issues and ensuring seamless operations
- Applied data-driven insights to prioritize project backlogs using MoSCoW, ensuring efficient delivery.
- Facilitated client communication through regular updates, workshops, demos, and feedback

### Functional Analyst                                                                         Feb 2017 – Dec 2018
**Infosys Limited -** Melbourne, Australia
- Led as an Onshore SME, enhancing Global Delivery through technology adoption and upskilling the offshore team.
- Facilitated brainstorming sessions and workshops in Adelaide to refine solutions and align with end-user requirements.
- Collaborated with multiple stakeholders to design and resolve process inefficiencies.
- Conducted risk assessments and created PRC documents to inform lending decisions and mitigate potential losses.
- Analyzed debit transaction trends to identify cost reduction and process improvement areas.
- Applied BOMBOQ analysis, streamlining infrastructure planning and saving 25%.
- Implemented a payment system based on material usage.
- Visualizing data to identify trends, patterns, and areas for improvement using Power BI.
- Automated quality checks using RPA, increasing efficiency and reducing costs.

### Business System Analyst                                                                   Oct 2014 – Jan 2017
**Infosys Limited -** Trivandrum, India
- Spearheaded infrastructure project planning and design, ensuring seamless end-user connectivity
- Conducted software testing and QA, ensuring alignment with user requirements.
- Collaborated with key stakeholders and software developers to define project scope and implementation plans.
- Collecting and documenting business needs and requirements and examining data to inform business decisions.

## Achievements

- Earned Client Appreciation for leading the database migration and enhancing security measures.
- Awarded the ACE Award in the Extra Mile Category FY22 for outstanding delivery and client collaboration.
- Acknowledged with Client Value Recognition for innovative design contributions to the KOKORO MNO MVP launch.
- Secured the ACE Award in the Truly Human Champion category FY21 for excellence in Network Design and quality throughput.
- Received the Above & Beyond Award for exemplary performance in resolving Held Orders activations.
- Honoured with multiple internal accolades, including INSTA Awards, SPOT Awards, for demonstrated excellence
- Achieved medals in Marathon, Badminton, and Volleyball tournaments, showcasing competitive prowess and teamwork.

## Certifications

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|---|---|
| • Scrum Master Practices_Accenture_FY22. | • Project Management_Harvard_FY24 |
| • ISO 9001:2015-Quality Management System (QMS)_FY24 | • Project Management Foundation School (PMFS)_FY22 |
| • Guardian of the Cyberverse- Application Developer_FY24 | • Communication and Media_Accenture_FY22 |
| • CCBA in progress | • AWS in Progress |

## Education

| Degree/Certification | Institution | Year of completion |
|---|---|---|
| Master of Engineering (M.E.) in Industrial Metallurgy | Anna University, Chennai, India | 2014 |
| Bachelor of Engineering (B.E.) in Mechanical Engineering | Anna University, Chennai, India | 2012 |

## Languages Known

- English, Tamil,  Hindi, Malayalam