**Divya Muthusamy Jayapalan**

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**Sr. Business Analyst/Project Manager**

**Professional Summary:**

* Sr. Business Analyst/Project Management Professional having 12+ years of IT experience which includes 5+ years as Business analyst and 7 years as a team lead with proven accomplishments and strong skills in business analysis, requirement gathering, gap analysis, documentation of approach, product testing in various Web Application support projects, integrations with SAP Systems across the globe.
* As a project manager led and managed 20-member offshore team for US accounts in Communication and media business domain over 7 years (with a total experience of 12 years) which includes clients like Houghton Mifflin Harcourt and Dun and Bradstreet
* Expertise in health care and media & entertainment domain with multiple portfolios like Adjudication, Robotic Process Automation, SAP S/4 modules (TM & MM), SAP integration with ARIBA using CPI.
* Technical knowledge on SAP CPI and Functional knowledge of SAP S/4 modules of TM & Materials Management.
* Have in depth knowledge of RX Claim system and Adjudication process in the backend or tool.
* Engaged with project stakeholders to elicit requirements and prepared specification documents.
* Experience in handling projects such as API, swift and file generation
* Experience in product development (Internet application for school software users)
* Worked as module lead for SAP MM module for roll out project, gathered business requirements in the area of SAP MM and created a working document for mapping the various processes relevant for interfaces
* Experienced in design, development, integration testing, performance testing of data migration processes and on-going maintenance of master data and other migration tools
* Business Analyst in CVS Healthcare coordinating with stakeholders on Robotic automation and API integration of tickets from the Adjudication application to Service Now
* Collected business requirements, applied necessary configuration changes, and wrote specifications for new transactions/programs solved in Inventory and procurement.
* Transport Release Management and versioning of new enhancements developed in the SAP Procurement process.
* Involved in preparing of API guide for Robotic Automation process.
* Writing user stories for Adjudication application
* Preparation of use case documents for API’s
* Articulate the product requirement documents for enhancements, fixes and data mapping
* Implemented Agile methodologies using Scrum framework throughout the project.
* Led all sprint planning, sprint reviews, sprint retrospectives and daily scrums with the development team
* Worked closely with product management and technical stakeholders to clarify the schedule, Status and details of each project
* Analyze new business requirements, system functionality, current system use and user needs; specify functional designs and work with developers and analysts to implement
* Develop system design for new or revised business systems; document and analyze input/output requirements, procedural flow between departments
* Perform the full range or independent phases of project management cycle. Initiating, planning, executing, monitoring, and controlling, and closing. Independently lead and direct projects requiring high levels of functional integration and multiple teams
* Delivered Web Application support services that includes technologies and tools like Core Java, Java Script, Micro Strategy, Business objects and Enterprises, Sales force, Esker, ETL, Real Alliant, Oracle SQL, Network Security and project/program management and improved account satisfaction, delivery quality, key talent retention and business growth
* Improved delivery quality and implemented escalation process, monthly dashboards, SLA performance management, governance reviews, SOW/changes/invoicing, capability management, quick resolutions for client concerns
* Improvement programs to mitigate risks and to improve profit margins, new proposals creation/business growth, and maintained the accounts in green status
* Responsible for all escalations / solutions / root cause analysis back to the business and upper management
* Identified challenges and risks and implemented improvement programs to address those
* Use SDLC / Agile methodology within company framework
* Manages project resources as assigned to the process improvement initiative including communication and training
* Planned and Implemented debt reduction process which reduced 12 - 15% of Incidents every year.
* Implemented revenue forecast for the project, which helps in better cost price, generating revenue for the organization
* Involved in analysis and implementation of technology upgrades to avoid security vulnerabilities and to ensure to align with latest versions for betterment
* Involved in application and Infra rationalization to help in optimizing huge cost
* Implemented process for remediation of security alerts through code validations
* Exhibited proven ability to independently set up technical team operations from scratch

**Technical Tools:**

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| **Programming languages**  | Core Java, Java script and Unix Shell scripting. |
| **Hands on knowledge** | MDM, Esker, BI/BOE, Sales force tools, SAP Net weaver application, S/4 HANA |
| **ITSM tools** | ServiceNow, Remedy and Jira |
| **Database tools** | SQL Developer, Toad, MS-SQL Server 2005, MS Access |
| **Monitoring tools** | Tivoli Storage Manager, NetBeans 6.7, Secure CRT, Tivoli Workload Scheduler, Soap UI 3.0, Groovy-1.8.9, Oracle 12c Grid Monitoring tool, Confluence, Hybris, solar winds, and redwood cronacle. |
| **Other tools** | MSTR Admin for Windows system |

**Client: CVS Healthcare, USA Oct 2021 – Current**

**Sr. Business Analyst/Project Manager**

CVS Health Corporation is an American healthcare company that owns CVS Pharmacy, a retail pharmacy chain; CVS Caremark, a pharmacy benefits manager; and Aetna, a health insurance provider, among many other brands

**Responsibilities:**

* Developed the functional specifications for custom developments to address gaps identified at earlier stages.
* Analyzed, defined and implemented SAP MM functions and transactions and coordinated the integration with other modules in a cross-company environment.
* Involved in integration between Adjudication application and service now ticketing tool. Using APIs.
* Prepared product requirement document and then covered them to user stories along with
* business rules, APIs, Interface design and definitions, data analysis, data mapping to clients.
* Involved in monthly change activities in RPA application.
* Prioritize and address critical client issues regarding adjudication of pharmacy claims in CVS.

**Client: Houghton Mifflin Harcourt, India Jan 2017 – Mar 2021**

**Sr. Business Analyst/Project Manager**

Houghton Mifflin Harcourt is a publisher of textbooks, instructional technology materials, assessments, reference works, and fiction and non-fiction.

**Responsibilities:**

* Managed a team, who provide support for Applications across multiple technologies including Java, Salesforce, Ariba, MDM, Camel integrated with SAP S/4 HANA.
* Configured new enhancements to cater to Procurement requirements validating stock availability and applied business rules.
* Led an initiative to bring the purchasing and Inventory officers to discuss system enhancements and issues
* Support resolution thereby reducing the turnaround time by 25% within a 3-month period.
* Co-ordinate with stakeholders and validate new enhancement requirement against SAP Procurement.
* Articulate the Product Requirement Documents for enhancements, fixes, data mapping and compliance regulations.
* Wrote Business Requirements and Functional Design requirements for custom application development, building a new system and enhancing existing systems.
* Participated in the Blueprint design, including detailed mapping, designed and documented SAP finance module.
* Managing delivery, ticket SLA, involvement in project governance call and report
* Prepare and deliver PMR reports to clients.
* Driving team for automation and help in identifying and fixing Incident influx.
* Identifying opportunities for left shit and transitioning the same to team
* Managing delivery audit and quality calls, and addressing any risk or observations being identified
* Preparation of Use Case document for API’s integrating with SAP S/4 HANA.
* Provide support for Micro Strategy application to fix broken reports, Installing and setting up Intelligence server and Web servers upgrade activities.
* Use report services to create dashboards.
* Analyze SQL queries generated by the reports for erroneous results.
* Monitor the health of the BI platform and take corrective actions using Micro Strategy system manager and operations manager.
* Overall monitoring of Application health checks and providing status reports to clients and help to run and maintain business as usual.

**Client: Dun and Brad Street, India Jun 2013 - Dec 2016**

**Sr. Business Analyst/ Project Manager**

The Dun & Bradstreet Corporation is a company that provides commercial data, analytics, and insights for businesses.

**Responsibilities:**

* Managed a team of seven members, who provide support for Applications across multiple towers in D&B
* Managing delivery, ticket SLA, involvement in project governance call and report
* Successfully handled several production releases and also provided postproduction release-testing support.
* Handled Incidents for Java applications for customers across UK and US
* Detailed analysis on application defects and finding root causes.
* Error log analysis and helped in SQL query optimization and SQL Query tanning.
* Framing SQL queries and executing the same for resolving issues.
* Checking on post enhancement application testing
* Addressing production issues like data updates, data issues and maintenance activities
* Performed Server restarts, batch imports, SQL query tuning analysis.

**Client: Centrica (British Energy) Dec 2010 - May 2013**

**Sr. Business Analyst/SAP Project Manager**

Centrica is a British multinational energy and services company with its headquarters in Windsor, Berkshire. Its principal activity is the supply of electricity and gas to businesses and consumers in the United Kingdom, Ireland, and North America.

**Responsibilities:**

* Associated with Centrica right from the pilot phase of the project and involved in preparing the due diligent report and various other business documents, Incident, problem, and change management documentations as well.
* Worked as a duty manager in shifts and was involved in handling the shift and other critical activities.
* As a part of SCC, we work on P3, P4 and P5 incidents and priority (P1, P2) Subtasks.
* Worked on Change management activity, taking lead, driving change activities during business and non-business hours, and bringing them to closure.
* Involved in root cause analysis of repeated incidents and have raised several CSI ideas and fixed the same.
* Involved in batch job monitoring using TWS and SAP GUI
* Owned all business reports and made sure to report the same to client diligently.
* Contributed CSI which helped in demand reduction.

**Certifications:**

* Certified Scrum master
* ITIL V3 Foundation certified (AXELOS)

**Education Qualification**:

* Master of Science in Software Engineering from BITS Pilani), India - 2015