

# MAHESH RAMAN

Address: Al Karama, Dubai

Mobile #: 055 228 9067/052 442 9286 E mail address: [marsh.leo@outlook.com](mailto:marsh.leo@outlook.com)

---

A professional in the field of Technical Operations, designing, developing and maintaining large business applications such as data migration, integration, and Data Analysis and Quality Assurance having 8 years hands-on work experience and tenure in leadership role managing and mentoring a team in a high performing work environment. Track record of improving product characteristics by establishing product specifications and quality attributes. Proficient in proactively determining operational issues by, inter alia, utilizing integrated work system tools and enhancing product quality through effective use of quality product management systems. Skillful in building capability of the team through effective implementation of Product Integrity, Traceability standards and Hygiene Management standards as per the organization's SOP and ISO procedures. Have gained expertise in implementing Agile practice in systems tools. Self-motivated to achieve organizational objectives through excellence in innovation and high personal integrity. Passionate about problem solving and people development for the benefit of individuals and the organization as a whole.

## AREAS OF EXPERTISE

Quality Assurance/Control • Root Cause Analysis • Process Improvement • Data Analysis • Quality Auditing • Analytical Skills • Coaching, Interpersonal & Communication Skills • Leadership & Team Building • Risk Assessment & Mitigation • Negotiation Skills • Problem Resolution

## PROFESSIONAL EXPERIENCE

**Business Analyst- Cloud & Cognitive Applications | Watson Health**

**October 2014 – Aug 2020**



Client: **IBM Watson**

### ➤ Project details:

This project involves Development, Application Support, Incident & Defect Management and Release Management for Client's Provider and Payer Performance Management System with the modules of web based Enterprise Performance management, Clinical decision support, Consumer experience Portal (modules like Membership & Data Load, Member Enrolment, User Assignment, Member Assessment, Define Member Goals & Interventions, Condition Manager, Clinical Incentives, etc.) The Enterprise Care Management Portal helps to focus on the timely, proactive, and collaborative coordination of services for individuals; to improve and maintain the health of individuals and to ensure increased compliance with health guidelines.

Key Accountabilities:

### **Business Analysis**

- Conducted 'As-Is' study on the Client's Clinical Operations and Business Process and Functionality within the whole gamut of Business Architecture framework
- Helped the Client to streamline their Business Process further
- Lead the team as Functional Manager during each Release and coordinate with different teams to ensure seamless Release
- Conducted Requirement Workshop to elicit new Requirements and changes from End Users and Business Managers
- Interacted with the Client SMEs to understand the Business and Functionality of the Modules of Provider Portal and associated systems in Big Data ecosystem
- Actively attending Business Touchpoint meetings to understand the new requirements and interacting with the relevant stakeholders to understand the Business and Technical feasibility of the solution
- Creating BRD to ensure requirements communication and timely sign-off from the relevant stakeholders

- Guiding the Development and QA Team on the new development and related testing activities

### Technical Writing

- Developed two sets of Systematic Knowledge Management Base for the Client and also for my Organization
- Reviewing the SIDs developed by Team Members
- Presented and got the SIDs reviewed by the Client's SME Team to finalize on the SIDs

### Project and Release Management

- Part of the PMO team, reporting directly to the Client Director
- Release Management, analysing the release related data to provide insights for future Incident and Defect Management and better Store Management
- Incident Management, well conversant with Enterprise Service Management software product
- Analyzed the Incidents, Developing and Maintaining Management Reports

### Defect Management

- Defect Analysis, facilitating to close the defects faster, thus accelerating the preparedness for the next major Release
- Identified the bottlenecks for closure of the defects, coordinating with all the respective teams to ensure requisite information flow, which in turn, ensures the closure of defects
- Helped the Client Director to streamline the Incident and Defect Management Process, ensuring seamless operation

### Reporting

- Analyze user data needs and determine needs resolved through automated repeatable process. Prepare transparent standard reports and analyze to support business and create data layout like tables, charts, graphs and process flow diagrams

## Project Coordinator – Business Process Improvement Team | IBM

April 2012 – Oct 2014



### Client:

#### ➤ Project details:

Business Process Improvement team is responsible to streamline the business processes by analyzing the current process and applications, software patch and update management in the wholesale banking division (Trade Finance, Open Trade, Invoice Financing, Loan Origination, Global payments). implemented the BigFix solution across over 50,000 endpoints spread across nearly 1,800 locations and suggest data mapping between applications and scope of automations in the applications (Swift Payments, Quality Assurance, Controls, and Audit Trail.)

- Involve in documenting project details in project charter, identify impacts, process/data flowing, business & functional requirements, project plans & schedules, issues log, risk analysis, cost benefit analysis
- Conduct Joint Application Development (JAD) sessions and walk in interview with the business users to gather requirements.
- Extensively use Business Process Modeling Notations & Data flow diagrams to represent the flow of data from external entities into the system
- Produce data matrix for source to target data mapping, focus on areas like gap identification, process analysis
- Active participation in change management activities for corporate banking application

- Identified process boundaries and determined opportunities to automate processes and functions
- Designed User Interface (UI) Mockups for desktop and mobile version using MS Visio
- Produce reporting documents and led weekly meetings with offshore development team and business units to discuss outstanding technical issues and deadlines that had to be met
- Provide post production support and training to end users
- Enhancements of the existing Commercial Landing Product platform to improve the user experience at the same time comply with the regulatory requirements of the banks.
- Documented the functional and non-functional requirements, User Stories using Business process modelling and functional break-down into smaller requirements, documented business validation rules for the development team
- Collaborate with technical teams and work with process owners, to utilize data collection strategies to enhance business operations of EDO Content and Workflow solutions group and coordinate with the UAT team for the sign off
- Defects tracking and follow-up with the development team for resolution

## TECHNICAL SKILLS

Hive, Flume, MapReduce, Spark, Pig, HBase, Kafka, IBM SPSS & Analytics, MS Project, MySQL, MongoDB

## EDUCATION

**Bachelor of Arts - English** | University of Delhi **Sept 2001 – Aug 2003**  
**Master's Project Management in Agile** | American Academy of Project Management **July 2020 – Sept 2020**

## TRAININGS & WORKSHOPS

- Certified Project Manager
- Certified Business Analyst - IT
- Certified Six Sigma Yellow belt
- Scrum & Agile foundation- Workshop
- ITIL Foundation V4
- Empathic Approach in Design Thinking
- EHS Development Program - Workshop
- Cognitive Practioner- Workshop
- Enterprise Design Thinking Practioner - Workshop

## IN-HOUSE PROJECTS

- Lead the Demand Forecast for new product Launch
- Supply chain Logistics Route Optimisation Powered by AI and IOT
- Cognitive Study using Python/R with Machine Learning & Neural Network