

Dinesh Madhavan

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CARRER SUMMARY

Dynamic and detail-oriented Analyst with over two years of experience in fostering collaboration and communication between business stakeholders, developers, and product owners within Agile frameworks. Skilled in eliciting, documenting, and validating business, functional, and non-functional requirements to deliver high-quality solutions that enhance customer satisfaction and operational efficiency. My skill set includes designing UML diagrams, UI designs, and utilizing a suite of technical tools like Microsoft Excel, MYSQL, SAP S/4 HANA, Figma, JIRA, Miro, Leankit, Tableau. Known for my strong teamwork, decision-making, and problem-solving abilities. Additionally, as a certified AWS Cloud Practitioner, I bring valuable cloud technology expertise to my role.

EDUCATION

MONASH UNIVERSITY

| MELBOURNE, AUSTRALIA

Master of Business Information Systems

FEB 2022 – DEC 2023

WAM: 72.42

Course Project: ibike.life

- Led the design and deployment of the iBike Ride App and developed the accompanying website (ibike.life), as a BA, achieving a successful launch on the App Store. This project demonstrated my ability to identify business needs and translate them into a successful digital solution in an agile environment.

DR. N.G.P INSTITUTE OF TECHNOLOGY (AFFILIATED TO ANNA UNIVERSITY, CHENNAI) | COIMBATORE, INDIA

Bachelor of Engineering in Computer Science

AUG 2015 – APR 2019

Course Project: *Network Forensics Detection and Prevention*

- Built a web application using HTML, CSS, and JavaScript to create an intuitive and user-friendly interface for managing network security.

EXPERIENCE

TATA CONSULTANCY SERVICES

| CHENNAI, INDIA

Associate Analyst

SEPT 2019 – MARCH 2021

- Collaborated with product owners, developers, and testers, effectively translating stakeholder requirements into actionable deliverables such as epics, user stories, acceptance criteria, and process diagrams.
- Managed technical incidents and requests in ServiceNow within SLA, ensuring AutoSys jobs uptime and contributing to high customer satisfaction.

- Contributed as a key member of Agile teams, enhancing project delivery through effective use of JIRA for backlog management and sprint planning.
- Conducted testing of new features, collaborating closely with developers to ensure requirements were fully understood and met.
- Created comprehensive technical documentation, including business requirements, use cases, and process flow diagrams, ensuring clarity and alignment with project objectives.

SKILLS

- Business Analysis
- Agile Methodology
- User Stories and Acceptance Criteria
- Presentation Skills
- Critical Thinking
- Project Management
- Design Thinking
- Data Analysis and Management
- Analytical and Problem-Solving Skills
- Stakeholder Engagement
- Collaboration and Communication Skills
- Design and Technical Documentation
- UML
- Business Process Modelling

TECHNICAL SKILLS

- Languages: C++, Python
- Web Technologies: HTML5, CSS, JavaScript
- Database Technologies: MySQL, RapidSQL
- Software: JIRA, Miro, Lucid Chart, SAP S/4 HANA, Service Now, Stella Architect, MS Project, Autosys, Microsoft Office Excel, Tableau, Adobe XD, Figma

ACADEMIC PROJECTS

- Prepared an in-depth Analysis Specification Report and crafted extensive system diagrams, emphasizing both functional and non-functional requirements. Skillfully translated requirements into visual UML diagrams to effectively convey design concepts and system functionalities. Additionally, designed a working UI prototype on Adobe XD to demonstrate these functionalities.
- Designed a UI working Prototype for a recipe application on Figma
- Collaborated with team members to develop a NFT platform project plan report, utilizing MS Project, WBS, Gannt charts, people management, and stakeholder management to ensure successful completion of the project within the allocated timeline and budget, resulting in a high-quality report.
- Led business analysis, testing and UI design for the iBike Ride app, crafted user stories and acceptance criteria, designed interfaces in Figma, drafted the privacy policy, and developed the accompanying website ibike.life successfully launching the app on the App Store.
- Led business analysis and UI design for the carbon footprint application (project), crafted user stories and acceptance criteria, designed user interfaces in Figma.
- Developed a user manual and BPMN diagram for sales processes in SAP,