



NARAYANA LAKSHMI R

BUSINESS ANALYST

A multi - skilled Business support Analyst with more than 3 years of experience and a proven track record of extraordinary achievements in identifying business growth opportunities and business process improvements

CONTACT

- +971567269162
- trymepanda97@gmail.com
- Crown Residence, Al Taawun Road, Sharjah

EDUCATION

- Anna University, India**
Bachelor of Information Technology
2015-2019
CGPA -7.9/10
- Higher Secondary Education**
Chinmaya Vidyalaya, India
2013-2015
Score - 96.25%

LANGUAGES KNOWN

- English (Professional)
- Tamil (Native)
- Hindi
- Malayalam

SKILLS

- MS Office & CRM platforms ●●●●●●
- Tableau & MS SQL ●●●●●●
- Market Research & analysis ●●●●●●
- Stakeholder Commuications ●●●●●●
- Website Management ●●●●●●

EXPERIENCE

Apr'2023- Jun'2023 BUSINESS DEVELOPMENT ASSOCIATE Freelancing Contract

- Handling the Planning, operations and analysis for assessment of revenue potential in the startup commercials.
- Designed and developed a brand new company website using Wordpress and maintained comapny's online media presence.

Jun'2019- Sep'2022 BUSINESS ANALYST Citibank, India

- Identified business process improvements by applying Six Sigma and Lean Management principles reducing man hours by 8% per hour.
- Improved business operations by comparing reports through data cleaning, ETL processes and visualisations of data.
- Experienced in process mapping, group facilitation, data gathering and analysis, and all phases of a project life cycle (requirements, design, development, testing, deployment, documentation, training, and measuring effectiveness).
- Collaborated with key stakeholders in hosting of an M.SaaS application, the initial configuration and implementation services, as well as ongoing support, training and upgrading services to improve the operational methodologies.
- Researched and prepared presentations of CI/CD pipeline implementation with DevOps Suite such as GitHub, Ansible, CloudBees Jenkins, RLM along with agile strategic tools like JIRA.
- Have protected cloud assets against vulnerabilities by assessing CVEs with scores in the internal portal and security patching.
- Skilled in troubleshooting with strong knowledge in Linux command lines.

REFERENCE

- Padmanabhan**
Jumbo Electronics
+971-582788271
- Balaji Jayaprakash**
Citibank
+91-9940554289



NARAYANA LAKSHMI R

IT BUSINESS ANALYST

A multi - skilled Business support Analyst with more than 3 years of experience and a proven track record of extraordinary achievements in identifying business growth opportunities and business process improvements

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Score - 96.25%

LANGUAGES KNOWN

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Tamil (Native)
Hindi
Malayalam

SKILLS

MS Office & CRM platforms ●●●●●●
Power BI & MS SQL ●●●●●●
Market Research & analysis ●●●●●●
Stakeholder Communications ●●●●●●
Website Management ●●●●●●

EXPERIENCE

Apr'2023- BUSINESS DEVELOPMENT ASSOCIATE

Jun'2023 Freelancing Contract

- Handling the Planning, operations and analysis for assessment of revenue potential in the startup commercials.
- Designed and developed a brand new company website using Wordpress and maintained company's online media presence.

Jun'2019- IT BUSINESS ANALYST

Sep'2022 Citibank, India

- Identified business process improvements by applying Lean Six Sigma principles reducing man hours by 8% per hour.
- Generated reports for monthly/weekly incident review meetings, providing valuable insights for incident management and resolution.
- Applied ITIL concepts and practices, including incident, problem, and change management, to streamline IT service operations.
- Developed SLAs (Service Level Agreements) to meet client requirements and ensure service delivery excellence.
- Oversaw vendor management and conducted comprehensive reviews of vendor contracts to optimize partnerships.
- Utilized ITSM (IT Service Management) tools such as Remedy and ServiceNow to enhance service delivery and streamline processes.
- Spearheaded the successful delivery of large-scale strategic IT projects, adhering to ITIL principles.
- Acted as the point of contact for critical issues and major incidents, swiftly responding to minimize downtime and mitigate risks.
- Skilled in troubleshooting with strong knowledge in Linux command lines.

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NARAYANA LAKSHMI R

IT OPERATIONS ASSOCIATE

Highly motivated and detail-oriented Operations Specialist with more than 2 years of experience seeking a challenging position in a dynamic organization. Committed to optimizing operational efficiency, streamlining processes, and ensuring the smooth functioning of daily operations. Strong analytical and problem-solving skills combined with a proactive and collaborative approach to achieving organizational goals.

CONTACT

- +971583079627
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- Stakeholder Communications ●●●●●
- Website Management ●●●●●

EXPERIENCE

Sep'2022- **BUSINESS DEVELOPMENT ASSOCIATE**

Jan'2023 **Freelancing Contract**

- Supported the operations team in data analysis and reporting, providing valuable insights for decision-making processes.
- Assisted in the maintenance of standard operating procedures (SOPs) to ensure consistency and efficiency in operational activities.
- Conducted market research and competitor analysis to identify trends and opportunities for process improvement.

Jun'2019- **OPERATIONS ASSOCIATE**

Sep'2022 **Citibank, India**

- Collaborated with cross-functional teams to develop and implement efficient operational strategies, resulting in a 15% increase in overall productivity.
- Monitored and analyzed key performance indicators (KPIs) to identify areas for improvement and implemented solutions to enhance operational efficiency.
- Streamlined processes and workflows by identifying bottlenecks and implementing process improvements, resulting in a 20% reduction in lead time.
- Assisted in the development and implementation of training programs to enhance the skills and knowledge of team members, resulting in improved performance and reduced errors.
- Utilized various software and tools, including ERP systems and data analysis tools, to collect and analyze data, generate reports, and provide actionable insights to stakeholders.
- Responded to customer inquiries and resolved operational issues promptly, ensuring a high level of customer satisfaction.
- Actively participated in cross-functional projects, contributing to the successful implementation of new initiatives and process enhancements.

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 Citibank
 +91-9940554289



NARAYANA LAKSHMI R

ADMINISTRATIVE ASSISTANT

Highly organized and friendly professional with 3 years of experience as a Administrative Assistant. Seeking a position in a reputed organization to utilize my exceptional customer service skills and administrative abilities to create a welcoming environment for the people.

CONTACT



+971583079627



trymepanda97@gmail.com



Crown Residence, 1604, Al Taawun Road, Sharjah

SKILLS

MS Office Suite



Strong Organization skills



Multi-tasking



Communication



Website Management



EDUCATION

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Higher Secondary Education

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2013-2015

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Hindi

Malayalam

EXPERIENCE

Sep'2022- ADMINISTRATIVE ASSISTANT

Jan'2023 Meatsi, India

- Provided administrative support to the office, including managing phone calls, scheduling appointments, and organizing meetings.
- Handled incoming and outgoing correspondence, including emails, faxes, and mail distribution.
- Maintained supplies inventory, ordered new supplies when necessary, and managed expense reports.

Jun'2019- ADMINISTRATIVE ASSISTANT

Sep'2022 Citibank, India

- Greet and welcome the customers and visitors with a warm and friendly demeanor.
- Answer phone calls, handle inquiries, and provide accurate information about existing policies, programs, and events.
- Manage the front desk operations, including scheduling appointments, receiving deliveries, and distributing mail.
- Maintain the records, update information in the database, and generate reports as needed.
- Coordinate with managers to ensure efficient communication and smooth functioning of daily operations.
- Assist in organizing events, such as pot-luck and managerial visit.
- Collaborate with the administrative team to maintain a clean and organized reception area.
- Assisted with travel arrangements and accommodation bookings for senior management

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NARAYANA LAKSHMI R

BUSINESS DEVELOPER

Results-oriented Business Developer with 3 years of experience in identifying and pursuing new business opportunities in the transportation industry. Skilled in developing effective strategies, building strategic partnerships, and executing sales plans. Seeking a challenging role to leverage my expertise in driving business growth and expanding market presence.

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- Crown Residence, 1604, Al Taawun Road, Sharjah

SKILLS

- MS Office Suite ●●●●●
- Strong Organization skills ●●●●●
- Multi-tasking ●●●●●
- Communication ●●●●●
- Website Management ●●●●●

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EXPERIENCE

Sep'2022- Jan'2023 BUSINESS DEVELOPMENT ASSOCIATE Meatsi, India

- Conducted market research and analysis to identify potential clients, market trends, and the competitive landscape.
- Developed and implemented effective strategies to penetrate the transportation industry and acquire new customers.
- Generated leads, cold called prospective clients, and arranged meetings to present company products and services.

Jun'2019- Sep'2022 BUSINESS DEVELOPER Citibank, India

- Built and maintained strategic partnerships with key stakeholders in the industry.
- Collaborated with partners to develop joint business initiatives and expand the company's reach.
- Created and executed comprehensive sales strategies and plans to achieve revenue targets and increase market share.
- Identified customer needs and tailored solutions to meet their requirements.
- Prepared and delivered persuasive presentations and proposals to clients.
- Monitored industry trends and competition, staying updated on market developments and emerging technologies in the transportation sector.
- Used market insights to adapt business strategies and capitalize on market changes.
- Collaborated with cross-functional teams, including operations, marketing, and finance, to ensure seamless execution of business development initiatives.
- Provided market intelligence and customer feedback to guide product/service enhancements and improvements.
- Worked with the marketing team to develop effective marketing campaigns and materials.

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