**NAVEEN. M. SREENIVASAN**

   [Date: 2/May/2020]

Hello,

Please find my resume attached for the position of (---). I'm particularly interested in this opening / position, which relates strongly to my **nearly 14 years**of experience as a **Business Analysis, Business Process Management Consulting, Service/Solution Design Consulting and Service Delivery Management.**

I am presently associated with **Tech Mahindra Ltd., Bangalore as Senior Process Consultant**andI believe I meet the essential criteria for this position. I possess skills in analyzing business portfolio in terms of service management (i.e. service fulfillment, assurance and sales support), designing operational processes and performance dashboards and team management.

While my resume is attached for your perusal, a list of accomplishments indicative of my experience includes:

·Extensively worked on streams like:

* **Service Implementation** by following end-to-end ITIL frameworkfor new service launches and service enhancements based on agile methodology. Applying requirement analysis and provide business documentation at vital phases.
* **Process design & re-engineering** by performing gap analysis, providing process swim lanes/ EPC’s (i.e. Visio/Aris/I-Graphics/Nimbus process models) and also providing vital process documentation that is required at various release stages in domains like telecom (i.e. based on the TNM , eTOM models),  retail (i.e.O2C,H2R and S2P process models) and Insurance (401K plan implementations).
* **Secured excellent customer satisfaction ratings and appreciations**from business (i.e. BTGS customer experience director, product management) and project stakeholders (i.e. Delivery Manager and Solution Architects)for the design work delivered in the BTGS Voice and UCC (i.e. TIVR, One Voice, GHUCS and UKSIPT) product areas.
* Successfully designed **operational models for the client**(i.e. BT Global Services) in compliance with the regulations laid by Ofcom – the Telecom governing body in UK and in line with business requirements and system architecture and obtained due sign offs.
* **Managed a team of 8 members** in providing BPM solutions to a retail client. Work required us to provide process amendments and BPM consulting in view of process standardization.

I am a solutions-oriented person who thrives in challenging, fast-paced environments where my performance directly impacts the bottom line. I believe that my strong background in IT combined with my rich experience in Business Analysis and Process Consulting, makes me ideally suited to this role.

I am prepared for the next challenge in my career and look forward to hearing from you. Appreciate your time and consideration.

Best Regards,

**Naveen. M. Sreenivasan**

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Enclosure: Resume

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