

# Prakash R

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## SUMMARY

Detail-oriented and results-driven professional with a strong background in business analysis, trend identification, and process improvement. Skilled in gathering and documenting business requirements, analyzing data to support strategic decision-making, and collaborating with cross-functional teams to deliver impactful solutions. Seeking to leverage analytical expertise and domain knowledge in a dynamic, growth-focused organization.

## EDUCATION

Deg	Institute	Year	Score
MBA(Operations Management)	Kumaraguru College of Technology	2019	7.1
B.E(Mechanical Engineering)	Sree Sastha Institute of Engineering and Technology	2015	6.1

## WORK EXPERIENCE 1

### Business Analyst at SPAN Technology Services (06/2022 - 04/2025)

- Collected and analyzed 100+ user requirements, converting them into detailed Business Requirement Documents (BRDs) and functional specs, leading to a 25% improvement in development accuracy.
- Wrote **user stories** and defined precise **acceptance criteria** to ensure alignment with product strategy and stakeholder needs.
- Collaborated with key stakeholders across departments to identify critical business challenges and deliver data-driven solutions, reducing process bottlenecks by 30%.
- Coordinated with Developers, QA, Marketing, and Support teams to streamline cross-functional workflows and prepared test cases to enhance task execution efficiency.
- Led Agile ceremonies (Daily Standups, Sprint Planning, Reviews, Retrospectives), increasing team productivity and improving sprint goal delivery by 25%.

## PROJECTS

### TruckLogics-Retail

- Contributed to TruckLogics, a TMS platform used by 1,000+ fleet managers, by streamlining dispatches, trip sheets, maintenance logs, and expenses into a unified monthly reporting system.
- Supported real-time tracking and driver assignment for 200+ monthly trips; implemented route optimization features that improved on-time delivery by 25% and reduced fuel costs by 15%.

- Improved warehouse operations by integrating RFID-based inventory control, increasing stock visibility and reducing discrepancies by 30%.
- Managed driver motor insurance workflows, including policy enrollments and renewals, maintaining 100% compliance with regulatory standards.

### **Tax Bandits(W-9 and EFTPS-Payments)**

- TaxBandits, a tax e-filing platform supporting W-2, 1099, and forms; collaborated with cross-functional teams to enhance user workflows, reducing IRS form rejections.
- Translated IRS compliance requirements into functional specifications, enabling timely updates to form logic, validation rules, and e-filing deadlines, ensuring continuous platform compliance.
- Designed user interface flows and validation rules for EFTPS payment modules, aligning with IRS guidelines and enhancing user experience for scheduling and tracking federal payments.

## **WORK EXPERIENCE 2**

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### **Senior Operations Executive at Flipkart (08/2019 - 09/2021)**

- Supervised a 50+ member warehouse team, streamlining supply chain operations to boost efficiency by 30% and cut manual errors.
- Resolved logistics bottlenecks by ensuring timely shipment forwarding, raising customer satisfaction by 20% and reducing delivery delays by 35%.
- Planned and executed transportation strategies that reduce logistics costs by 15% and improved service-level compliance by 20%.
- Tracked and analyzed 50+ KPIs using ERP systems and Excel, identifying performance issues and driving process improvements that increased throughput by 25%.

## **SKILLS**

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- Requirement Management
- Stakeholder Management
- JIRA
- Power BI
- Figma
- Team handling
- UI/UX Design Knowledge
- Supply Chain Management

## **CERTIFICATIONS**

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- A Complete Agile Scrum Master Certification (PSM I)
- Agile Business Analyst in Scrum
- App Design- UI UX Design Thinking