Krishnanunni J S

Business Analyst with a passion for simplifying complexity | Specializing in system enhancements and client solutions

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🚗 UAE Driving License: Valid

Profile Summary

- Experienced professional with a focus on **business transformation, process automation**, and **system optimization**.
- With exposure across industries, particularly in insurance and construction, skilled at leading **digital transformation projects** and improving operational efficiency.
- Successfully implemented key initiatives, such as **automating claims operations** at TATA AIG, resulting in a **70% improvement** in claims processing efficiency, and **streamlining systems** at AAK Industries to reduce delays by 30%.
- Proficient in **gap analysis**, **Agile** and **Scrum methodologies**, **requirement gathering**, and **UAT**, with a proven ability to collaborate with **cross-functional teams** to deliver **data-driven solutions** that align with business goals.
- Known for driving effective decision-making and **process improvements** across diverse sectors.

Work Experience

Aug'24- Present | Al Awraq Al Khdhra Décor Cont LLC, UAE
Business Analyst |Digital Transformation and Process Improvement

Key Result Areas:
- Led key **digital transformation projects**, including website development, networking infrastructure, client management portal and access control systems, enhancing operational efficiency and online presence.
- Executed **process automation** initiatives, implementing **data-driven tracking systems** and streamlining workflows, resulting in a significant reduction in delays and improved productivity.
- Managed cross-functional teams and **vendor relations**, aligning technical specifications with project goals and representing the company in high-stakes foreign client meetings.

Jul'22- Jul'24 | TATA AIG General Insurance Company Limited, INDIA
Business Analyst |Projects and Claims Operations

Key Result Areas:
- Led the **implementation** of the Web Enabled Claims Adjudication Network **Micro-services portal** across Marine, AIG Combined (AIGC), and Property & Energy (P&E) segments, resulting in enhanced efficiency of claims processing and settlement.
- Clearly defined business requirements, prepared detailed **BRDs (Business Requirements Documents)**, and contributed to **comprehensive FSDs (Functional Specification Documents).**
- Managed **Change Requests (CRs)**, analyzed requirements impacts, and ensured timely and effective implementation by closely coordinating with technical teams (IORTA/TCS Developers)
- Facilitated **Agile sprint planning**, execution, and **rigorous UAT** to validate the system against business expectations, enhancing transparency, and processing efficiency.
- Scheduled and led **daily standups**, **weekly/bi-weekly scrums**, tracked project status, and prepared weekly/monthly reports to ensure alignment and issue resolution.
- Identified, documented, and **resolved claims operation issues** in collaboration with developers, banking operations, and SAP support teams.

May'17- Oct'18 | Heather Constructions, INDIA
Assistant Project Engineer

Key Result Areas:
- Managed construction projects, ensuring timely delivery and adherence to quality standards for **multi-story building developments**.
- Streamlined office operations, **optimizing work scheduling**, billing, and invoicing to improve overall project management efficiency.

Education
- **MBA in Finance** from Amrita School of Business, Amrita University in 2022
- **B.Tech. in Civil Engineering** from Lourdes Matha College of Science and Technology, Kerala University in 2017

Personal Details
- **Languages Known:** English, Malayalam & Hindi
- **Address:** Flat no: 201, Emirates Tower
  Hamdan Bin Mohammed St, Abu Dhabi, UAE

Areas of Exposure

Project Management

SDLC (Software Development Life Cycle)

Business & Gap Analysis

Agile & Scrum Methodologies

Requirement gathering & Analysis

User Acceptance Testing (UAT)

Claims System Operations

Process Improvement

Change Management

System optimization

IT Skills

JIRA

MS Excel

Visio

MySQL

Soft Skills

Analytical Thinking

Problem Solving

Teamwork & Collaboration

Leadership

Excellent Communication

Time Management

Strategic Planning

Decision Making

Adaptability