

# Bala Ganesh S

## Business Analyst

15+ Years of IT Experience • RPA • Web & Mobile App • Power-BI • ChatBOT

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 Chennai, India

 Indian | Valid-Passport

## PROFESSIONAL SUMMARY

Results-driven Business Analyst with **15+ years of progressive IT experience** spanning design & development, process automation and enterprise-level solution architecture. Currently serving as a Global Business Analyst, acting as the single point of contact between business and technology teams. Proven expertise in requirements gathering, process discovery, PDD/SDD documentation, and delivering end-to-end digital transformation solutions across **RPA, Web, Mobile, Power BI, and ChatBOT** domains. Holds a **7+ Lean Six Sigma certification** with hands-on cost-saving project delivery.

## PROFESSIONAL EXPERIENCE

### Global Business Analyst | ZF India Private Limited | 2024 – Present

- Serve as the single point of contact between business stakeholders and technology delivery teams across RPA, Web Development, Mobile App, Power BI, and ChatBOT initiatives.
- Conduct in-depth requirements workshops with multiple business units to elicit, analyse, and document functional and non-functional requirements.
- Prepare detailed Process Definition Documents (PDD) and Solution Design Documents (SDD), facilitating formal reviews with both business and technology teams.
- Translate complex business problems into structured technical solutions and ensure alignment throughout the project lifecycle from discovery to go-live.
- Champion digital transformation initiatives, identifying automation and analytics opportunities that deliver measurable cost and time savings.
- Coordinate and lead UAT sessions, manage defect tracking, and ensure sign-off before production deployment.
- Mentor and guide team members, ensuring quality delivery and adherence to best practices and delivery timelines.

### Senior Automation Engineer & Solution Architect | WABCO India | 2022 – 2024

- Designed end-to-end RPA solution architectures using UiPath for complex enterprise processes across finance, supply chain, and operations.
- Led solution design reviews, providing technical guidance and ensuring alignment with enterprise architecture standards.
- Developed and deployed automation workflows using Python and UiPath, reducing manual effort by over 60% in targeted processes.
- Acted as a technical bridge between business SMEs and the development team, conducting feasibility analysis and effort estimation.
- Built and maintained **In-House RPA Orchestrator (Immer.AI)** and BOT Store using HTML, CSS, and JavaScript.

### Senior Automation Engineer | WABCO India | 2018 – 2022

- Collaborated with business and technology stakeholders to identify automation use cases and deliver cost-saving solutions using **Python, C#, VBA & UiPath**.
- Handled a team of 8+ automation engineers, coordinating sprint planning, code reviews, UAT, and production support.
- Built reusable In-house utilities: Text2Speech, XIAddIns, PDF2TextConverter, QCChecker, reducing recurring manual tasks.
- Prepared requirement and closure documents at keystroke level for SOC audit compliance.

**Automation Engineer** | **Tata Consultancy Services (TCS)** | 2016 – 2018

- **Developed and deployed RPA BOTs using .Net, C#, VBA, and AutoIT**, significantly reducing manual effort for clients across banking and manufacturing domains.
- Created POCs based on client requirements and presented automation feasibility reports to business leads.
- Integrated external scripts using VBScript and VBA to achieve seamless end-to-end process automation.

**.NET Developer** | **Tata Consultancy Services (TCS)** | 2013 – 2016

- Developed enterprise applications using .Net and C#, contributing to design, development, testing, and deployment phases.
- Worked with MIS teams to automate day/weekly report generation, reducing turnaround time.
- Followed Agile/Scrum and Waterfall methodologies; participated in sprint ceremonies and stakeholder demos.

**Junior Developer / IT Support** | **Lanson Toyota Pvt. Ltd.** | July 2011 – April 2013

- Implemented new features in the **CTDMS branch-level application** (.net based) for spare parts management.
- Handled L2 support tickets, coordinating with vendors for resolution, and ensured system compatibility across locations.

## TECHNICAL SKILLS

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<b>BA Tools</b>	PDD, SDD, BRD, Use Cases, Process Mapping, Wireframing
<b>RPA</b>	UiPath, VBA Macros, AutoIT, Selenium, Silktest
<b>Languages</b>	Python, C# (.Net), VBScript, SQL / PL-SQL
<b>Analytics &amp; BI</b>	Power BI, MS Excel (Advanced), Data Analysis
<b>Web Technologies</b>	HTML, CSS, JavaScript

## CERTIFICATIONS & ACHIEVEMENTS

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- 7+ Lean Six Sigma Certified – achieved through active cost-saving project delivery
- UiPath RPA Developer (Advance) – hands-on deployment of enterprise automation solutions
- Consistently delivered automation projects achieving 40–60% reduction in manual effort

## EDUCATION

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QUALIFICATION	INSTITUTION	YEAR	PERCENTAGE
BCA	Annamalai University (Distance Education)	2011	56%
DCE – Diploma in Computer Engg.	Samuel Polytechnic (Regular)	2009	78%
H.S.C. – Computer Science	St. Thomas Hr. Sec. School (Regular)	2007	55%

## PERSONAL DETAILS

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<b>Date of Birth:</b> 12 March 1990	<b>Nationality:</b> Indian
<b>Gender:</b> Male	<b>Passport:</b> Yes (Valid)
<b>Languages Known:</b> Tamil, English (Read, Write, Speak)	<b>Father's Name:</b> Shanmugavel K

*I hereby declare that the information furnished above is true and correct to the best of my knowledge.*