NAYANA PUTTANNA

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Brief Profile: Professional with 9 years of experience in driving business solutions and consulting services for Banking & Financial, Energy & utilities sector and Telecommunications industry.

Skills:

SAP ERP, International Business Law, Finance & Accounting, Cross Cultural Leadership, Marketing, International Economics
Industry: Accounting & Banking (Wealth Management and Life Insurance), Energy & Utilities, Telecommunications
IT: Word, Excel, Salesforce.com and Siebel Customer Relationship Management Systems
Data Analytics (EDW/BI), SQL

CERTIFICATIONS: ITIL V3, Oracle Siebel Core Consultant, ISTQB Foundation
AWARDS: IBM Delivery Excellence Award, BluThx Award, Global Thanks Award

PROFESSIONAL EXPERIENCE:

Jul '15-Aug '15	Senior Consultant	Capgemini Australia

ANZ Bank – Auckland, New Zealand

- Administered quality control and assurance across multi-vendor application systems for one of Australia and New Zealand's leading Banks.
- Developed test strategy for Wealth Management information systems.
- Verified ETL solutions for Life Insurance module.
- Reviewed stakeholder's requirement for Kiwisaver program changes by the New Zealand Inland Revenue System.
- Communicated business data model to address the Kiwisaver Welcome Letter changes.
- Analyzed Data warehouse and Business Intelligence solutions.
- Worked in a highly dynamic agile team.

Jul '13-Jul '15	Senior Consultant	IBM New Zealand

Contact Energy – Wellington, New Zealand

- Spearheaded IT services and test consulting services for one of New Zealand's leading energy provider.
- Designed test strategy for Smart Meter reading and deploy system.
- Estimated test effort and cost for all the standalone and business as usual (BAU) releases.
- Determined data changes for Transmission Risk Management system.
- Verified mapping of user requirements to test cases and ensured traceability of test requirements to use cases and business requirements.
- Successfully led and delivered Websphere upgrade and ESB (Enterprise Service Bus) implementation projects.
- Ensured data integrity and communication and collaboration of business processes across Contact Energy's ICT program.
- Reviewed post implementation reports.
- Drove knowledge sharing and learning and development sessions to enhance and build a well-informed team.

Telecom NZ (Spark) – Auckland, New Zealand

- Defined Quality control strategies for Telecom's re-engineering program.
- Recommended software tools and quality assurance processes across various vendors.
- Moderated software solutions to make it future-proof.
- Reviewed data mapping specifications for Upstream and Downstream applications data migration.
- Communicated solutions to stakeholders and produced test summary and status reports.
- Supervised quality checks prior go-live of the software update.

- Authored and conducted defect triage meetings.
- Mediated go, no-go meetings.

Jul '06-Jun '13	Consultant/Analyst	IBM Global Business Services

IBM Global Business Services delivers various software solutions to large scale companies globally. I have worked in numerous capacities and roles during my association with IBM India as a Salesforce.com and Siebel Consultant, Team Lead, Test Analyst and Developer across various sectors.

- **NetApp, Inc**
  Successfully led and migrated NetApp's sales customer relationship management systems from Siebel CRM application to Salesforce.com application boosting NetApp's sales revenue. Advised IT services and operation strategy solutions to Netapp's IT director and senior management team.

- **NYCHA (New York City Housing Authority)**
  Reviewed business requirements, designed and developed Siebel case management solution for NYCHA's social welfare services system.

- **Vodafone Australia & New Zealand**
  Designed IT solution & services in Siebel CRM application for implementing 'International Mobile Equipment Identity' (IMEI) solution for Vodafone. Supported Vodafone's Prepaid and postpaid operating and product lines.

- **Thomson Reuters - UK, India**
  Communicated IT delivery solutions and services to stakeholders at the Reuters headquarters in London. Ensured successful delivery of critical Siebel application fix. Fostered two new resources in the area of sales and inbox management for Customer Relationship Management application. Received Delivery excellence award.

- **Prudential Life Insurance**
  Performed successful software regression testing of Group Insurance Application. Ensured hassle free migration of application from Sun Micro systems to IBM Global Business Services.

EDUCATION:

Master of Business Administration (MBA), Aug '16, Valparaiso University, Indiana, USA
Masters in Computer Science & Technology (MS), Oct '10, University of Mysore, P.E.S.I.T College, India
Bachelor of Science (BSc) in Computer Science, Mathematics & Statistics, May '06, Bangalore University, Christ College, India

Additional Info:

On-Campus:
Writing Consultant at the Writing Center, Valparaiso University