

SMITHA G

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Highlights – Experience & Skills

- ☞ 13 years of IT industry experience with 8 years of business analysis and project management
- ☞ 7.5 years of teaching experience (B.Tech Level) and academic activities management
- ☞ 1.6 years of managing an academic automation software
- ☞ Expertise in business analysis – requirement capture, analysis & review, documentation of business/system use cases, integration/scenario test cases, user manuals, help files
- ☞ Expertise in project management – planning, execution, monitoring & control, change management & closure, customer interaction
- ☞ Proficient in using JIRA, MS-office & MS Project software packages, Quality processes (ISO & CMMI)
- ☞ Proficient in demonstrating the project to customers/stake holders
- ☞ Proficient in training the end users on application usage
- ☞ Good team building & people management skills
- ☞ Good communication & documentation skills

Certification & Endorsements

- ☞ Internal certification in project management (2004)
- ☞ Customer certification in training the end users (2005)
- ☞ Certified Professional Back to Technical Track - from Digital Skills Academy, Centre of Continuing Education, IIT Madras (Sep 2020)
- ☞ Certified Professional in Basics of Cyber Security - from Digital Skills Academy, Centre of Continuing Education, IIT Madras – Percentage of marks: 87.78 Grade A+ (Dec 2020)

Career Scan

- ☞ Worked as Senior Business Analyst since Dec 2022 at G10X, Infopark, Kochi
- ☞ Worked as Senior Business Analyst from July 2021 to Nov 2022 at ARS T&TT, Technopark, Thiruvananthapuram
- ☞ Worked as System Manager from Dec 2019 to Jul 2021 at The Mar Thoma Church Educational Society (MTCES), St Thomas Nagar, Mukkolackal, Thiruvananthapuram
- ☞ Worked as Assistant Professor from Jun 2014 to Jan 2019 & as Lecturer from Aug 2009 to Jul 2012 at Sreepathy Institute of Management & Technology (SIMAT), Vavannur, Palakkad
- ☞ Worked as Module/Team/Project Leader, Business Analyst, Project Manager from Jun 2000 to Aug 2009 at ibs Software Services (P) Ltd, Technopark, Thiruvananthapuram & Infopark, Kochi
- ☞ Worked as Software Engineer from Sep 1997 to Oct 1999 at International Business Services Group (P) Ltd. Technopark, Thiruvananthapuram

Academia

- ☞ M.Tech – Instrumentation & Control Systems – National Institute of Technology, Calicut, Kerala (Year : 2014) CGPA: 8.27
- ☞ B.Tech – Electrical & Electronics Engineering – Govt. Engineering College, Thrissur, Kerala (Year: 1996) Percentage of marks: 73.77

Work Experience

Company: G10X, Infopark, Kochi (Dec 2022-)

Designation: Senior Business Analyst

- ☞ Business analyst for the projects in **Retail Domain**

Company: ARS T&TT, Technopark, Thiruvananthapuram (Jul 2021-Nov 2022)

Designation: Senior Business Analyst

- ☞ Business analyst for the following projects in **Travel & Transportation Domain:**
 - Electronic service delivery of abnormal loads for National Highways, UK
 - Traffic data analytics platform based on FCD for Brussels Mobility Centre
- ☞ Expertise in transform business requirements to system requirements, manage and prioritize requirements through a proactive interaction with customer and development team, Analyze, categorize, and control requirements creep
- ☞ Demonstration of project iterations to customer
- ☞ Handle the product owner role in JIRA

Company: MTCES, Thiruvananthapuram (Dec 2019 - Jul 2021)

Designation: System Manager

- ☞ Worked as product owner of an academic automation software
- ☞ Facilitated the software customization and deployment in 6 academic institutions, through following process: System study, Gap analysis, Requirements documentation, User acceptance test cases/testing, Product acceptance

Company: SIMAT, Vavannur, Palakkad (Jun 2014 - Jan 2019 & Aug 2009 – Jul 2012)

Designation: Assistant Professor/Lecturer in Electrical & Electronics Engineering

- ☞ Proficient in using MATLAB, LabView, Coordinator of the Academic Management Software
- ☞ IEEE Professional Member & SIMAT Student Branch Counsellor
- ☞ Additional Chief Superintendent (SIMAT) of University of Calicut/Kerala Technological University Examinations
- ☞ Attended 15 Faculty Development Programmes/Seminars/Workshops, delivered empowerment/career guidance sessions to the students

Company: ibs Software Services (P) Ltd, Thiruvananthapuram & Kochi

(Jun 2000 - Aug 2009 & Sep 1997 - Oct 1999)

Designation: Project Manager

- ☞ Joined as Software Engineer and worked as a C++ and oracle developer of a regression test tool project for SwissAir-Atraxis
- ☞ Worked as Module Leader of an airport resource management project for SwissAir-Atraxis
- ☞ Worked as Business Analyst/Project Leader/Manager of the product – airport departure control system
- ☞ Handled the ‘train the trainer’ session for the check-in agents of Westjet Airlines, Canada
 - ☞ Worked as Project Manager/Business Analyst for a maintenance project which manages the special service request and seating for 3 chartered airlines in UK

Personal Details

Name : SMITHA G

Location : Thrissur, Kerala