

# GOPAVARAPU VENKATA KRISHNA CHAITANYA

Mainframe Developer, Business System Analyst

## Contact Details:

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## PROFILE SUMMARY:

Results-driven Business System Analyst with 4 years of experience in driving data-backed decision-making, analyzing business requirements, identifying process improvements, and implementing solutions to drive business growth. Skilled in stakeholder management, process modelling, data analysis, SQL, Power BI/Tableau, Agile Scrum, and requirements gathering. Proven track record of increasing operational efficiency, optimizing workflows, and collaborating across cross-functional teams to deliver high-impact business outcomes.

## EDUCATION:

- Bachelor of Technology in Mechanical Engineering, JNTUK (2016 – 2020) with **7.5 CGPA**.
- Intermediate, Narayana Junior College (2014 – 2016) with **90%**.
- Class X, Sai Aditya High School (2013 – 2014) with **8.0 CPGA**.

## WORK EXPERIENCE:

### I. Tata Consultancy Services – Analyst (Citi Client)

Hyderabad | July 2023 – Present

Domain: BFSI (Banking).

- Led the end-to-end project lifecycle across the APAC region, including requirements gathering, stakeholder alignment, and preparation of detailed BRDs, FRDs, and process documentation.
- Coordinated Agile/Scrum(daily stand-ups, sprint planning, backlog grooming) and maintained clear communication between Development, QA, and Business teams to ensure seamless delivery.
- Ensured all requirements adhered to SMART criteria (Specific, Measurable, Achievable, Relevant, Time-bound), enabling better prioritization and alignment with business objectives.
- Performed root cause analysis, data mining, and deep-dive investigations to identify operational issues, uncover trends, and support strategic decision-making.
- Prepare & presented Weekly Business Review(WBR) and Monthly Business Review(MBR) reports, driving transparency, improving operational efficiency, and supporting leadership insights.
- Delivered data visualizations and actionable insights to senior leadership, influencing policy decisions and supporting performance tracking across business units.
- Designed and developed interactive dashboards, transforming complex business data into easy-to-understand visuals for stakeholders.
- Executed end-to-end data cleaning, transformation, preparation to ensure consistency, accuracy, and readiness for analysis.
- Performed day-to-day SQL and Excel-based data analysis, generating insights that supported key business decisions and operational improvements.

### II. Tata Consultancy Services – Mainframe Developer (PNC Client)

Bangalore | Dec 2021 – June 2023

Domain: BFSI (Banking).

- Played a key role in a data migration project, transferring data across databases while ensuring accuracy & consistency.
- Managed change requests via Service Now, estimating effort and defining the scope for application modifications.
- Develop batch processing jobs and Analyze business requirements and translate them into technical specifications for application development.
- Collaborate with cross-functional teams & stakeholders to develop capacity plans that align with organizational goals.
- Optimized system performance through SQL tuning, workload management, and enhancements to CPU.
- Working in Hogan CiCS region like activity & SPS reports updates and modify the activity in Hogan program.
- Implement workload management strategies to prioritize critical applications and processes.
- Writing SQL queries by using DB2 database for Data retrieve Validate program execution and reporting.
- Develop and execute code, unit tests, integration tests to ensure application functionality and performance.
- Scheduling, Monitoring and supporting batch & Online Jobs. Participate in code reviews, Providing Fix in case of abends or defects.
- Utilized IBM utilities like IEBGENER and IDCAMS for job scripting based on project needs.
- Maintain detailed technical documentation including code changes, impact analysis, and performance metrics.
- Generate reports, presentations (charts, graphs, dashboards) for management review.

## **PROFESSIONAL HIGHLIGHTS:**

- Successfully managed multiple concurrent projects, consistently delivering results ahead of deadlines and maintaining a strong track record of on-time delivery.
- Recognized with the **On the Spot Award** for exceptional contributions and dedication to organizational success.
- Honored with **Xcelerate Victor & Xcelerate Warrior Awards** for achieving and exceeding aspirational role.

## **CERTIFICATIONS:**

- Certification in **I took the GRE** from GRE® General Test.
- Certification in **Data Analytics Essentials** from CISCO Networking Academy.
- Certification in **Data Science** from Internshala.
- Certification in **Introduction to IBM z/OS** from IBM.
- Certification in **IBM z/OS Mainframe Practitioner** from IBM.

## **TECHNICAL SKILLS:**

- **Data Analysis & Visualization:**

Data Analysis, Data Visualization(PowerBI & Tableau), Advanced Excel(PivotTables, Power Query, VLOOKUP)

- **Data Management:**

Data Mining, Data Profiling, Data Cleansing, Data Validation & Verification, Reporting, Cataloging.

- **Tools & Technologies:**

SQL(Optimization & Performance Tuning), DB2, ETL, Data Bricks.

- **Business Analysis Tools:**

JIRA, Confluence, Service-Now, Notepad++.

- **Methodologies:**

Agile (Scrum, Kanban), SDLC, User Stories & Requirements Gathering

- IBM Mainframe, Z/OS, VSAM, JCL, Sort, Python

- Easytrieve, Hogan, CICS, CA7, SAS, OPC

- Manual & Mainframe Testing, Batch and online Job's Monitoring.

## **PERSONAL SKILLS:**

- Strong **Problem-Solving** abilities with a focus on **Effective Time Management** and **Meeting Deadlines**.
- Excellent **Analytical & Critical Thinking** skills, enabling informed **Decision-Making** in dynamic situations.
- Exceptional **Communication & Presentation Skills**, paired with an **Energetic, Hard-Working** approach to all tasks.
- Quick to **adapt** to new environments and rapidly evolving technologies.
- Proven ability to **Lead & Manage Teams**, fostering **Collaboration** and achieving collective goals.

## **HOBBIES AND INTERESTS:**

- Passionate about **cooking**, experimenting with new recipes and cuisines.
- Enjoys **Gardening**, Listener of a variety of **music** genres, which fuels creativity and relaxation.