

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.