DEEPIKA MURALI
BUSINESS ANALYST

+44 7774886158 | deepikamurali127@gmail.com | United Kingdom | https://www.linkedin.com/in/deepika-murali120703

PROFILE SUMMARY

Results-oriented Business Analyst with 4+ years of experience in gathering business requirements, defining user stories, and developing business cases for application development projects. Skilled in collaborating with cross-functional teams to create functional specifications and drive solutions that meet business needs. Expertise in Agile project management, stakeholder engagement, and tools like Azure DevOps and BPMN. Proven ability to streamline processes, improve operational efficiency, and deliver successful projects through clear documentation and User Acceptance Testing (UAT).

SKILLS

- **Business Analysis:** Requirements Gathering, Process Mapping (BPMN, Visio), Functional Specifications, User Stories (Azure DevOps), Stakeholder Management, Business Case Development, Feasibility Studies
- **Technical Skills:** SQL, Python, R, VBA, Excel (Advanced), Power Automate, Automation Anywhere, UiPath, HTML, XML, PowerShell
- **Process Optimization:** Process Automation, Cross-Functional Collaboration, Workflow Design, Process Flows
- **Data Analysis & Visualization:** Excel, Pandas, NumPy, scikit-learn, Google Sheets, Dash
- **Agile Methodologies:** Agile, Scrum, SDLC, Sprint Planning, Backlog Management
- **UAT & Go-Live Support:** End-to-End User Acceptance Testing, Go-Live Support, Continuous Feedback Collection
- **Technical Writing:** Documentation, Reporting, Process Design, AS-IS and TO-BE Documentation, Solution Presentations, and Product Demos
- **Project Management:** Workshop Facilitation, Cross-Functional Team Collaboration, Client Engagement.

EDUCATION

Aston University, United Kingdom, MSc. Business Analytics, Merit   **September 2023 – September 2024**

Anna University, India, B.E. Electronics and Communication Engineering, 79.99%   **July 2015 – May 2019**

WORK EXPERIENCE

Tata Consultancy Services, India - Business Analyst (Systems Engineer)   **July 2022 – August 2023**

- Led End to End SDLC project cycle from requirements gathering to post-Go-Live support for 5 RPA projects, automating invoice and payment processes for Finance Team, Order creation for Sales Team, improving cross-departmental alignment by 40%.
- Liaised with clients to understand business needs, assisted in onboarding, and provided ongoing support to ensure seamless deployment and maximize value from services.
- Facilitated Agile workshops, translating business needs into user stories and process maps in Visio and BPMN, enhancing transparency and reducing onboarding time by 20%.
- Created and prioritized Agile user stories using Azure DevOps based on business impact, enhancing communication with development teams, reducing project delivery timelines by 30%, and increasing operational efficiency by 30%.
- Supported cross-functional teams and presented solution design and product demos to clients and senior management, demonstrating technical and non-technical features and maximizing stakeholder engagement, contributing to project approvals and user buy-in.
- Conducted end-to-end User Acceptance Testing (UAT), ensuring continuous feedback from requirements gathering to post-Go-Live, confirming that solutions met business needs, and minimized post-launch issues by 20%.
- Analysed automation metrics using Advanced Excel (VLOOKUP, pivot tables, macros) and SQL, providing insights that raised productivity by 20%, improved customer satisfaction by 15%, and reduced operational costs by 25%.
- Developed and proposed a chatbot using Power Automate, reducing dependence on support teams and minimizing downtime, which was adopted as a full-time solution by senior management.

Infosys, India - Business Analyst (Senior Systems Engineer)   **May 2019 – July 2022**

- Developed invoice and payment automation solutions in the Energy sector using Automation Anywhere and Power Automate, boosting operational efficiency by 70% and reducing response times by 50%.
- Served as liaison between technical teams and stakeholders, reducing manual intervention by 60% and errors by 40% through clear communication
- Documented process designs and maintained records, supporting a 30% reduction in manual processing and a 35% decrease in errors.
- Supported client onboarding and training sessions, ensuring effective use of solutions and facilitating user understanding, which reduced error rates by 30%.
- Oversaw the lifecycle of 5 automation projects, achieving 100% on-time Go-Live and a 25% improvement in process efficiency.
- Designed and optimized 5 business processes using BPMN, reducing miscommunication by 30%
- Built and optimized Excel and python dashboards, improving KPI visibility and enhancing service operations by 40%.

PROJECTS

- **Exploratory Data Analysis on UK Vaccinations Dataset:** Performed data collection, cleaning, and preparation, ensuring high data quality for analysis. Identified patterns, addressed missing data, and used statistical tests and linear regression to interpret trends, providing insights into COVID-19 vaccination patterns.
- **Market Research Study on UK's Second-Hand Car Market:** Analysed key variables affecting prices through data collection, statistical tests, and regression analysis, delivering valuable market insights.
- **Production Scheduling of Inhouse and Outsource products:** Developed a user-friendly system that involves allocating products to machines based on their process types. Designed data reports and dashboards, using python Dash library such that the user can monitor the allocation process and make the necessary changes, facilitating informed decision-making across teams.

CERTIFICATIONS

- DataCamp Data Analyst Associate Certification.
- Agile Project Management - Foundation
- Automation Anywhere & UiPath Certified RPA Professional.