Mukundh Srikanth

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PROFESSIONAL STATEMENT

With a background in business analytics from the University of Exeter and nearly four years of experience as a software developer in the telecommunications sector, I bring a diverse skill set to the table as a Business Analyst. My expertise spans product development, data analysis, requirement analysis, and stakeholder management, all of which underscore my dedication to excellence in business practices. Possessing an innovative approach, meticulous attention to detail, and a relentless pursuit of progress, I am excited to apply my expertise to enhance operational efficiencies and elevate industry standards, particularly within the business sector.

WORK EXPERIENCE

SunKPO Inc - Hyderabad, India   (September 2023 - Present)
Business and Analytics Consultant

Dynamic Business and Analytics Consultant at SunKPO Inc., shaping digital success with strategic insights.

- Engaged proactively with stakeholders to comprehensively understand business data requirements and prioritize their needs to drive desired business outcomes.
- Collaborated extensively with the development team as a Professional Scrum Master, organizing and leading Scrum meetings.
- Delivered tailored solutions, contributing to a 30% improvement in project delivery timelines through tasks such as project road-map planning and conducting retrospective meetings to boost efficiency.
- Directed refinement of release backlogs, ensuring alignment with business needs.
- Executed rigorous UAT testing against user story acceptance criteria, resulting in a 20% increase in deliverables meeting goals, enhancing product quality and stakeholder satisfaction.
- Applied analytical thinking and problem-solving skill contributing to digital transformation with Agile methodologies.

CSG International – Bangalore, India   (April 2022 – August 2023)
Software Analyst

Results-driven software analyst, proficient in Lean Agile, enhancing system performance, and ensuring timely delivery of high-quality software products.

- Specialized in Telecom Billing solutions with "SingleView", optimizing code performance in C, EPM, Perl and XML. Orchestrated real-time integrations across UNIX, Oracle, and Windows platforms, and heavily involved in the development of SOAP and REST APIs.
- Led end-to-end implementation of 20+ Business Change Requests, utilizing BPMN and UML tools for understanding business process models.
- Involved in functional requirement gathering, LLD and HLD design, Gap Analysis, development, and testing.
- Worked closely with product owners in crafting features and user stories with relevant acceptance criteria, delivering solutions that precisely aligned with their objectives and requirements, resulting in a 30% increase in customer satisfaction.
- Data analysis on extensive datasets across multiple DB servers, created class and ER diagrams utilizing SQL, PLSQL, and No-SQL technologies, to filter the data.

Amdocs Ltd - Pune, India   (October 2019 – April 2022)
Software Developer

Software Developer adept in mission-critical issue resolution, production incident management, and enhancing applications.

- Resolved 200+ production defects using C, Shell Scripting, Java, and Power Builder. Applied strong programming and debugging skills for swift issue resolution, ensuring high customer satisfaction.

- Achieved expertise in documentation by leveraging Jira for 20% expedited tracking and Confluence, leading to a 15% improvement in project transparency, collaboration, and efficiency in resolving issues.
- Led a collaborative team in migrating a legacy application to Azure Cloud, achieving increase in system reliability and a 25% improvement in overall performance.
- Applied data analysis to drive informed decisions and optimize business performance, including maintaining KPI dashboards and providing reports to senior leaders.
- Supported the Amdocs Customer Support Management and Amdocs Billing systems for AT&T.

Pricol Limited - Coimbatore, India   (December 2020)

Software Intern
- Engaged in all phases of the Software Development Life Cycle (SDLC), showcasing proficiency in requirements analysis, design, coding, testing, and deployment.
- Successfully developed and deployed an Arduino-based prototype for real-time vehicle tracking, reducing response time in emergency scenarios by 17%.

EDUCATION

University of Exeter - Exeter, United Kingdom   (September 2023 – September 2024)

Master of Technology - Business Analytics

- Applied a multidisciplinary approach during master's, integrating computer science, statistics, and business intelligence. Specialized in database technologies for business analytics, gaining hands-on experience in designing and managing databases to support analytical processes. Explored visualization techniques, translating complex datasets into compelling visual narratives.

SRM Institute of Science and Technology - Chennai, India   (June 2015 – May 2019)

Bachelor of Technology - Electronics and Communication - (Grade: Distinction)

- Developed proficiency in microcontrollers and wireless communication with expertise in Embedded C.

PROFESSIONAL SKILLS

Technical Skills: Python | Pandas | C | HTML | CSS | Java | SQL | Data Visualization | Stakeholder Analysis | Agile Methodologies | Data Analysis | Microsoft Visio | Power BI | Lucid chart | Jira | Confluence

Soft Skills: Communication | Teamwork | Problem-Solving | Adaptability | Time Management | Leadership | Creativity | Interpersonal Skills | Critical Thinking

PROFESSIONAL CERTIFICATIONS

- Professional Scrum Master, Scrum.Org.   (June 2023)
- Microsoft Certified: Azure Data Fundamentals, Microsoft Corporation.   (January 2022)
- Microsoft Certified: Azure Fundamentals, Microsoft Corporation.   (January 2022)

AWARDS AND ACCOMPLISHMENTS

Valuable Employee of the Month Award - Amdocs   (September 2022)
- Acknowledged for resolving diverse production issues and ensuring client satisfaction, earning Valuable Employee of the Month. Recognized for migrating "Webtrax", AT&T's ticket tracking application, to Azure Cloud, enhancing operational efficiency