Email | Print

**GIRIJA TANNERU** ⭐ Featured

Business Analyst seeking roles in Business Analysis,Program Management,Project Management,Product Management,Delivery Management,Application Support,Technical Support,Agile Methodology,Waterfall,Hadoop,SQL Server,Siebel CRM,Siebel,JIRA

Current Designation: Agile Business Analyst/Agile Product Owner

Current Company: Accenture Solutions Pvt Ltd

Current Location: Hyderabad / Secunderabad

Pref. Location: Bengaluru / Bangalore,Chennai,Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Business Analyst

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Business Analysis,Program Management,Product Management,Delivery Management,Application Support,Agile Methodology,Waterfall,SQL Server,Siebel CRM,Siebel,JIRA,Brd,FRD,FRS,ADO,Process Flow Diagram,Requirement Matrix,Gap Analysis,Stakeholder Management

Total Experience: 13 Year(s) 0 Month(s)

Notice Period: 3 Months

Highest Degree: MBA/PGDM [Project Management]

Verified : 📞 Phone Number | Email - id

Last Active: 22-Jan-21          Last Modified: 18-Jan-21

Jump to Section | **Work Experience** | **Education** | **IT Skills** |

# Summary

Talented Business Analyst with expertise in Business Analysis, Program & Project Management & Product Owner Role with over 12 years of experience. Exceptional Interpersonal, Presentation, Analytical and leadership skills. Possessing very good oral and written communication skills along with evaluation and Judgment skills which helps to analyse the problem and come up with an efficient solution. Excellent reputation for evaluating & resolving problems, improving customer satisfaction, and driving overall product improvements. Having good understanding of SDLC and Agile methodologies which enabled to Design, Develop, and Deployed Intelligence solutions.

Detail-oriented Business Analyst professional having strong background in Planning and Monitoring, Executing Project Requirements, and transforming business methods for optimum delivery in Ecommerce & Financial Domain

# Work Experience

🔘 **Accenture Solutions Pvt Ltd** as Agile Business Analyst/Agile Product Owner
Mar 2010 to Till Date

Clients: Microsoft Corp - Hyderabad, Telangana
*    Designed, Developed, and Deployed Client facing applications.
*    Gather requirements from Product Owner, Quality managers at various plants.
*    Supported Product Manager& Development with Sprint Grooming.
*    Created Product Backlog, Sprint Backlog and managed User stories.
*    Created Process Flow Diagrams & Wireframes.
*    User Azure QnA maker to feed Digital bot with questions & answers for Multi Turn conversations.
*    Helped in building Microsoft ConenctME chatbot as process of Digital Transformation to provide interactive experience to guest facing applications.
*    Conducted Sprint Planning workshops & Sprint Retrospective meetings.
*    Worked closely with UX Designers to achieve wireframes as per user story.
*    Documented & tracker User Stories in Azure Devops Tool.
*    Supported Development team in testing build code and logged bugs.
*    Orchestrated Backlog Grooming and supported Retrospectives, Iteration Planning and commitment Meetings
*    Prepared Digital Wiki as handbook for end user reference while using Guest facing applications
Clients: Molson Coors Brewing, Dana Holdings Corp - Hyderabad, Telangana
*    Designed, Developed, and Deployed Client facing applications.
*    Manage Project through Status Meetings, Weekly Reports, Identifying Risks, and Tracking Issues.
*    Gather requirements from Product Owner, Quality managers at various plants.
*    Created Product Backlog, Sprint Backlog and managed User stories.
*    Created Process Flow Diagrams & Wireframes based on User Stories.
*    Led daily stand-up meetings.
*    Participated in Sprint Planning, Daily Scrums, Testing, Retrospectives and Sprint Reviews.
*    Helped Development teams to break down large and complex User Stories into simplified versions for execution.

* Identified and remove impediments that may keep team from achieving their goals.
* Test user stories for accuracy and compliance to ensure undisputed acceptance and validation of stories.
* Created User Manual for Clients for easy usage of Deployed Application.
* Responsible for updating Issues (Epics, Stories, and Tasks) in Azure Devops application.
* Assisted in testing associated Sprint Stories for Acceptance Signoff

Clients: Digital Soln Factory, Chalhoub Group, SA Reserve B - Hyderabad, Telangana
* Responsible for Eliciting and Documenting Business Requirements.
* Elicit requirements to fill gaps identified and write relevant User Stories.
* Elaborate and deliver clearly defined requirement documents without subsequent change requests.
* Facilitate Daily Scrum, Sprint Planning and Sprint Retrospectives Meeting.
* Developed business process diagrams and flows.
* Actively worked with Product Owner and Stakeholders to monitor and prioritize product backlog on ongoing basis to meet release timelines and value to business.
* Facilitated stakeholder workshops, displaying skill in interviewing, effective questioning and have been able to capture valuable output which helped to build further analysis.
* Provided Product consultancy and assisted client with Acceptance Criteria gathering and support throughout project life cycle.
* Supported Mobile App development for iOS and Android having strong technical understanding having customer centric approach.
* Analyzed Requirement Dependencies and negotiate priorities with Product owner.
* Facilitating meetings and workshops.
* Worked closely with UX design to help them understand requirements and any potential technical limitations that may impact design.
* Supported product owner in maintaining product backlog and scheduling next release.
* Coordinated user acceptance testing each release, assisting cross functional subject matter experts with new functionality and Scrum process

⦿ **Wipro BPO** as Team Leader
Apr 2002 to Aug 2004

* Performed complex claims analysis and audit activities to identify trends, determine root cause of payment inaccuracies, and to recommend/implement process and systems improvements
* Verified over-payment on claims which was paid inaccurately
* Maintained and improved call center operations by monitoring team performance; identifying and resolving agents whose AHT was high
* Conducted random call Audits to verify Resolution Quality of Agents
* Prepared Teams performance reports by collecting, analyzing, and summarizing data and call trends
* Appraised team of latest emerging trends and better ways to provide faster resolution to customers
* Provide continuous feedback for helping agents to Understand gaps and work towards areas of improvement
* Addressed issues and concerns raised by agents and worked together collaboratively towards effective resolution

# Education

UG: **B.A (Psychology)** from **University of Madras - chennai** in **1998**

PG: **MBA/PGDM (Project Management)** from **Sikkim Manipal University (SMU)Distance Learning** in **2013**

**Other Qualifications/Certifications/Programs:**
Honors Diploma: Systems Management

# IT Skills

| Skill Name | Version | Last Used | Experience |
| --- | --- | --- | --- |
| MS Visio, Justinmind, Siebel CRM | | | |
| ITSM, Jira, Azure Devops, Windows, Linux | | | |
| Waterfall, Agile & Scrum , Siebel | | | |
| Power Point, Word, Excel, Visio | | | |

# Languages Known

| Language | Proficiency | Read | Write | Speak |
| --- | --- | --- | --- | --- |
| English | | | | |
| Hindi | | | | |

# Affirmative Action

Physically Challenged: No

# Work Authorization

Job Type: Permanent / Temporary

Employment Status: Full Time, Part Time