

CAI - CONTACT

Phone: (515) 381 – 8869
Shannon.Swenson@cai.io

<NIROPALEELA MEDIDHI>

SUMMARY

• Highly motivated, creative, and versatile Business Analyst adept at bridging the gap between business stakeholders and IT teams to craft efficient solutions. Skilled in translating complex corporate needs into actionable strategies, promoting innovation, and streamlining processes. Proficient in data analysis and workflow optimization, delivering impactful recommendations. Strong project management capabilities ensure alignment with organizational goals and value delivery to stakeholders while adhering to industry standards.

- Professional Summary
- Seasoned Business Analyst with 10+ years of experience with in-depth knowledge of logistics and retail operations, specializing in supply chain management, inventory optimization, and process efficiency.
- Proficient in analyzing large datasets and translating data into actionable insights, enabling data-informed decision-making for improved logistics and retail strategies.
- Utilized Microsoft SQL Server Management Studio to optimize complex queries, reducing data retrieval times, which significantly enhanced the speed of analytics for logistics operations.
- Developed interactive dashboards using Power BI to visualize logistics data, resulting improvement in supply chain efficiency.
- Implemented Application Lifecycle Management (ALM) tools to streamline the dashboard development process, ensuring version control and reducing deployment time.
- Leveraged Power BI to create real-time sales performance reports, enhancing decision-making capabilities for retail operations.
- Integrated Azure DevOps (ADO) for continuous integration and deployment of reporting solutions, which improved report accuracy and reduced update cycles.
- Proven ability to collaborate with cross-functional teams to gather documents, and prioritize business requirements, ensuring alignment with organizational goals.
- Facilitated project management using Atlassian Jira, enabling better tracking of tasks and collaboration across teams, which led to increase in project delivery speed.
- Well-versed in end-to-end supply chain processes, including demand forecasting, procurement, warehousing, transportation, and distribution.
- Adept at leveraging analytics to evaluate sales trends, customer behavior, and inventory management, driving revenue growth and inventory optimization.
- Experience in integrating and implementing logistics and retail software solutions, enhancing data visibility and system interoperability.
- Implemented Microsoft SharePoint for document management and collaboration, streamlining communication across logistics teams.

- Configured Microsoft SharePoint workflows to automate approval processes, reducing document processing time.
- Effective communicator and collaborator, skilled in bridging communication gaps between business and technical teams to ensure project success.
- Automated routine tasks using Power Automate, increasing team productivity in logistics operations.
- Designed and deployed Power Automate flows to integrate various retail systems, improving data synchronization and accuracy.
- Proficient in navigating industry-specific regulations and compliance standards in logistics and retail, ensuring adherence to best practices.
- Capable of managing end-to-end project lifecycles, from initial scoping and planning to execution and delivery, while meeting timelines and budgets.
- Utilized Azure DevOps to manage project backlogs and track progress, ensuring timely delivery of logistics software projects.
- Coordinated cross-functional teams using Azure DevOps boards, enhancing collaboration and project visibility.
- Committed to ongoing process improvement and staying updated with industry trends and emerging technologies to drive innovation in logistics and retail strategies.
- Implemented project management methodologies to streamline project execution, improving delivery timelines.
- Focused on enhancing customer experience, with a deep understanding of customer expectations in the retail sector.
- Hands-on with Figma, SharePoint workflows, Power Automate
- Experience with MDM, SAP modules, and Salesforce Commerce Cloud
- Strong documentation and process reengineering capabilities
- Participated in PI Planning, Sprint Planning, Backlog Grooming, Retrospective and Daily Scrum meetings.
- Excellence in performance tuning, query optimization, Client/Server connectivity and SQL Profiler.
- Experience in the Retail, Supply chain, and Logistics (OMS, WMS) industry providing Business Process Assessment, Requirements Gathering, Gap Analysis, Implementation, and Testing.
- Highly Skilled in bridging the gap between business requirements and technology solutions which include understanding the business processes and needs of the logistics organization and translating them into effective IT solutions.
- Extensive experience in creating Screen Mockups, prototyping, SWOT Analysis, Cost benefits Analysis, Risk Analysis, User Acceptance Test (UAT) Postproduction Validation (PPV), and demos for users.
- Created detailed prototypes and wireframes using Figma to facilitate user-centric design in retail applications.
- Collaborated with stakeholders to refine UI/UX designs in Figma, resulting in increase in user satisfaction.
- Experience in all standard best practice techniques for requirements elicitation, including structured JAD facilitation, agile epic/user story, business/functional requirements definition, and BPM/visual modeling.
- Experienced in using JIRA to create and assign User Stories and maintain test cases, and requirement backlog.
- Experienced with multiple WMS systems and IT technologies related to WMS systems in a high-volume retail warehouse.
- Proficient in writing Epics/User Stories, Maintaining Product Backlog, and Creating Business Process Flow, Use Cases, and Data flows.
- Solid experience in utilizing and configuring JIRA, Confluence, JIRA Service Desk, Trello, TFS, Basecamp, and Microsoft Project.
- Used Team Foundation Server or TFS to manage the teams and their process of work.
- Utilized TFS as a management tool in project management, reporting, requirements gathering, and testing.
- Expert in using TFS and JIRA for project monitoring and tracking.
- Hands-on experience with tools: Symantec Endpoint Protection, Office 365 security, and compliance, DLP (data loss prevention) (Content filtering tools), Fire Eye ATP, Nmap, Nessus (Tenable), Wireshark, Nexpose, Qualys, MS Office Suite, Firewall Management tools, anti-virus tools, SIEM tools (Log management tools).
- Experience in facilitating Change Management across the entire process from Project conceptualization to Testing through Project Delivery, Software Development, and Implementation Management in diverse Business and Technical Environments.
- Experience and knowledge of Mergers and Acquisitions in terms of technology and business processes

- Academic Qualification:
- Bachelor of technology in Mechanical Engineering, Jawaharlal Nehru Technological University, India-2014.
- Certification:
- Microsoft Certified: Power BI Data Analyst Associate.
- CSM-Scrum Alliance Certified: Certified Scrum Master.

EMPLOYMENT HISTORY

Capital Group Companies, Irvine, CA

Apr 2023-Present

Sr. Business Analyst

- Sr. Business Analyst Responsibilities:
 - Conducted regular stakeholder meetings in different zones to gather and refine business requirements, fostering effective communication and alignment.
 - Facilitated stakeholder workshops using Visual Studio Team Services to gather real-time feedback on requirements, enhancing collaboration and ensuring alignment with business goals.
 - Employed Atlassian Jira to manage and prioritize stakeholder requests, leading to a streamlined process that reduced response time.
 - Developed detailed system design documents, including data flow diagrams, use cases, and functional specifications, based on gathered requirements, serving as a blueprint for development teams.
 - Designed data flow diagrams in Azure DevOps, which provided clear visual representations of system interactions, enhancing understanding among development teams and stakeholders.
 - Created comprehensive system design documents using Microsoft SQL Server Management Studio to analyze data requirements, which improved data integrity and reduced errors.
 - Participated in the selection of third-party logistics software and services, ensuring alignment with organizational needs and long-term objectives.
 - Collaborated with cross-functional teams to assess integration capabilities of logistics software using relational database software, ensuring seamless data flow and reducing integration issues.
 - Analyzed vendor offerings through Microsoft development platforms, ensuring that selected software met technical and business requirements, resulting in reduction in implementation time.
 - Conducted a thorough evaluation of third-party logistics software using Application Lifecycle Management tools, which led to the selection of a solution that improved operational efficiency.
 - Collaborated with the business stakeholders, product owner and development team to define user stories, clarify requirements, and estimate efforts during sprint planning sessions. Ensured that the team committed to a realistic sprint backlog.
 - Facilitated sprint planning sessions using Atlassian Jira to define user stories and clarify requirements, leading to a more focused and efficient development process.
 - Utilized Microsoft SQL Server Management Studio to analyze data needs for user stories, which improved the accuracy of effort estimation.
 - Developed custom Power BI reports to track and analyze user story completion rates, providing insights that led to improvement in sprint velocity.

- Integrated Power BI with project management tools to automate the reporting of key performance indicators, reducing manual reporting time.
- Have a good understanding of Business Models and Documentation centers.
- Organized and lead sprint retrospective meetings to identify areas for improvement in the team's processes and performance. Encouraged open and constructive discussions among team members to drive continuous improvement.
- Worked as a Business Analyst to facilitate Product and Backlog grooming sessions.
- Acted as a bridge between business stakeholders and development teams, ensuring projects were delivered within scope, on time, and within budget.
- Created prototypes or mock-ups of proposed solutions to validate requirements with stakeholders, ensuring alignment with their needs.
- Conducted rigorous testing of software applications to verify compliance with specified requirements and identify defects.
- Analyzed logistics data and reports to identify trends, patterns, and insights that can optimize inventory management and reduce transportation costs.
- Gathered data and performed GAP analysis for revenue generation in areas where competitors have existing products.
- Led revenue initiatives for Special Services projects, organizing meetings and data sharing across different zones during product launches and testing phases.
- Effectively communicated business needs with large development teams, testing teams, and business owners, ensuring alignment with project goals.
- Generated revenue scope documents and updated sprint agendas as a liaison between Revenue Planning and Special Services.
- Created comprehensive Current Process Flow and Future Process Flow diagrams using tools like MS Visio and conducted cost-benefit analyses to recommend the best-fit solutions.
- Configured SharePoint lists and libraries to manage and track process improvement initiatives, enhancing project visibility and accountability.
- Implemented Power Automate workflows within SharePoint to streamline approval processes, reducing process cycle time.
- Leveraged Microsoft SharePoint to centralize process flow documentation, ensuring easy access and collaboration among stakeholders.
- Maintained accurate and up-to-date documentation of user stories, requirements, and sprint progress. Assisted in keeping records of sprint planning decisions, backlog changes, and retrospective action items.
- Served as the Revenue Lead for B2C projects, facilitating communication between revenue and other teams, and resolving revenue-related issues.
- Quantitatively and qualitatively analyzed extensive data using SQL queries to identify revenue gaps and extract meaningful insights.
- Utilized bug-reporting tools like Microsoft Test Manager (MTM) and Team Foundation Server (TFS) to log and track defects.
- Familiarity with TFS and JIRA tools for Agile and Scrum methodologies, assisting in the smooth project management process.
- Authored user stories and test cases for RAISE projects, ensuring comprehensive testing and validation of project requirements.

Kaiser Permanente, Hillsboro, OR**Jul 2021-Mar 2023****Business Analyst**

- Business Analyst Responsibilities:
- Collaborated with the technical team to create high-level design documents, outlining the architectural approach and solutions for various projects.
- Conducted highly interactive Joint Application Design (JAD) sessions with project stakeholders to identify issues, ensure consensus between business and IT teams, and resolve challenges effectively. Academic Qualification:
- Bachelor of technology in Mechanical Engineering, Jawaharlal Nehru Technological University, India-2014. Certification:
- Microsoft Certified: Power BI Data Analyst Associate.

Capital Group Companies, Irvine, CA**Apr 2023-Present****Sr. Business Analyst**

- Sr. Business Analyst Responsibilities:
- Conducted regular stakeholder meetings in different zones to gather and refine business requirements, fostering effective communication and alignment.
- Facilitated stakeholder workshops using Visual Studio Team Services to gather real-time feedback on requirements, enhancing collaboration and ensuring alignment with business goals.
- Employed Atlassian Jira to manage and prioritize stakeholder requests, leading to a streamlined process that reduced response time.
- Developed detailed system design documents, including data flow diagrams, use cases, and functional specifications, based on gathered requirements, serving as a blueprint for development teams.
- Designed data flow diagrams in Azure DevOps, which provided clear visual representations of system interactions, enhancing understanding among development teams and stakeholders.
- Created comprehensive system design documents using Microsoft SQL Server Management Studio to analyze data requirements, which improved data integrity and reduced errors.
- Participated in the selection of third-party logistics software and services, ensuring alignment with organizational needs and long-term objectives.
- Collaborated with cross-functional teams to assess integration capabilities of logistics software using relational database software, ensuring seamless data flow and reducing integration issues.
- Analyzed vendor offerings through Microsoft development platforms, ensuring that selected software met technical and business requirements, resulting in reduction in implementation time.
- Conducted a thorough evaluation of third-party logistics software using Application Lifecycle Management tools, which led to the selection of a solution that improved operational efficiency.
- Collaborated with the business stakeholders, product owner and development team to define user stories, clarify requirements, and estimate efforts during sprint planning sessions. Ensured that the team committed to a realistic sprint backlog.
- Facilitated sprint planning sessions using Atlassian Jira to define user stories and clarify requirements, leading to a more focused and efficient development process.

- Utilized Microsoft SQL Server Management Studio to analyze data needs for user stories, which improved the accuracy of effort estimation.
- Developed custom Power BI reports to track and analyze user story completion rates, providing insights that led to improvement in sprint velocity.
- Integrated Power BI with project management tools to automate the reporting of key performance indicators, reducing manual reporting time.
- Have a good understanding of Business Models and Documentation centers.
- Organized and lead sprint retrospective meetings to identify areas for improvement in the team's processes and performance. Encouraged open and constructive discussions among team members to drive continuous improvement.
- Worked as a Business Analyst to facilitate Product and Backlog grooming sessions.
- Acted as a bridge between business stakeholders and development teams, ensuring projects were delivered within scope, on time, and within budget.
- Created prototypes or mock-ups of proposed solutions to validate requirements with stakeholders, ensuring alignment with their needs.
- Conducted rigorous testing of software applications to verify compliance with specified requirements and identify defects.
- Analyzed logistics data and reports to identify trends, patterns, and insights that can optimize inventory management and reduce transportation costs.
- Gathered data and performed GAP analysis for revenue generation in areas where competitors have existing products.
- Led revenue initiatives for Special Services projects, organizing meetings and data sharing across different zones during product launches and testing phases.
- Effectively communicated business needs with large development teams, testing teams, and business owners, ensuring alignment with project goals.
- Generated revenue scope documents and updated sprint agendas as a liaison between Revenue Planning and Special Services.
- Created comprehensive Current Process Flow and Future Process Flow diagrams using tools like MS Visio and conducted cost-benefit analyses to recommend the best-fit solutions.
- Configured SharePoint lists and libraries to manage and track process improvement initiatives, enhancing project visibility and accountability.
- Implemented Power Automate workflows within SharePoint to streamline approval processes, reducing process cycle time.
- Leveraged Microsoft SharePoint to centralize process flow documentation, ensuring easy access and collaboration among stakeholders.
- Maintained accurate and up-to-date documentation of user stories, requirements, and sprint progress. Assisted in keeping records of sprint planning decisions, backlog changes, and retrospective action items.
- Served as the Revenue Lead for B2C projects, facilitating communication between revenue and other teams, and resolving revenue-related issues.
- Quantitatively and qualitatively analyzed extensive data using SQL queries to identify revenue gaps and extract meaningful insights.

- Utilized bug-reporting tools like Microsoft Test Manager (MTM) and Team Foundation Server (TFS) to log and track defects.
- Familiarity with TFS and JIRA tools for Agile and Scrum methodologies, assisting in the smooth project management process.
- Authored user stories and test cases for RAISE projects, ensuring comprehensive testing and validation of project requirements.

Kaiser Permanente, Hillsboro, OR

Jul 2021-Mar 2023

Business Analyst

- Business Analyst Responsibilities:
- Collaborated with the technical team to create high-level design documents, outlining the architectural approach and solutions for various projects.
- Conducted highly interactive Joint Application Design (JAD) sessions with project stakeholders to identify issues, ensure consensus between business and IT teams, and resolve challenges effectively.
- Implemented Azure DevOps (ADO) for continuous integration and deployment, which improved the deployment frequency and reduced the lead time for changes.
- Utilized Atlassian Jira to manage project tasks and monitor progress, enhancing team collaboration and increasing task completion rates.
- Facilitated the integration of Microsoft Team Foundation Server (TFS) to streamline project tracking, resulting in reduction in project delivery time.
- Assisted in writing specifications for various reports and generated canned reports using Business Objects, meeting the reporting needs of the organization.
- Created automated reporting solutions with Visual Studio Team Services (VSTS), which decreased manual reporting efforts and allowed for real-time data insights.
- Developed custom reports using IBM Rational Team Suite (RTC) to meet specific stakeholder requirements, leading to increase in user satisfaction with reporting tools.
- Leveraged Microsoft SQL Server Management Studio to optimize database queries, improving report generation speed and enhancing data accuracy.
- Designed a business requirement collection approach in alignment with project scope and SDLC Methodology, ensuring accurate capture of business needs.
- Conducted workshops using Microsoft development platforms to gather and validate business requirements, which led to reduction in requirement changes during the project lifecycle.
- Organized business analysis and project management activities, coordinating team members to meet business requirements and project objectives.
- Implemented Microsoft SQL Server Management Studio to analyze project data and track performance metrics, leading to increase in project efficiency.
- Coordinated project management activities using Atlassian Jira, which improved team communication and reduced project bottlenecks.
- Facilitated risk management workshops to identify and mitigate project risks, reducing potential project delays

- Developed project plans and schedules using project management tools, ensuring resource allocation aligned with project priorities.
- Applied project management methodologies to oversee project timelines and deliverables, achieving on-time delivery rate.
- Collaborated with the core team to design business process flows for new platforms, working closely with Subject Matter Experts (SMEs) to ensure alignment with business needs.
- conducted JAD sessions with SMEs and technology experts to gather data requirements, such as securities pricing, corporate actions, and custodial data.
- Scheduled and led requirements gathering through JAD sections for elicitation and documentation.
- Identified various data sources for data extraction on the new platform, ensuring access to relevant information.
- Designed and developed Use Cases, Use Case Diagrams, Activity Diagrams, and Data Flow Diagrams to illustrate system functionality and requirements.
- Collaborated closely with the architect, database administrator, and technical team during the Data Mapping and Data Integration phases.
- Assisted in sorting out Reverse logistics and Inbound/Outbound Supply Chain product solutions, working with the Product Manager.
- Facilitated Sprint Planning, Daily Standup, Backlog Grooming, Sprint Review, Sprint Retrospective.
- Collaborated with stakeholders in Supply Chain Management to identify system enhancements and facilitate systems support.
- Contributed to the delivery of releases in Agile-Sprint fashion, ensuring the timely delivery of project milestones.
- Conducted fit/gap analysis reviews based on functional designs or "to-be" business processes with industry-leading Supply Chain Management software packages.
- Facilitated meetings among Change Management, Problem Management, and other relevant teams to discuss the impact of changes, problem tickets, and project milestones.
- Prepared Business Workflow using MS Visio, defining input, output, and pre/post conditions for business processes.
- Coordinated the final signing process in the User Acceptance stages and tracked defects using JIRA, ensuring successful testing and defect resolution.
- Worked on developing recommendations and design solutions for process improvements within the organization.

EA Learn Inc, Edison, NJ

Business Analyst

Jul 2018-Jul 2021

- Business Analyst Responsibilities:
- Facilitated project scope documentation, goals, and deliverables in collaboration with business stakeholders and senior management.
- Utilized Azure DevOps to track project progress and manage risks, resulting in a reduction in project delivery time.
- Implemented Microsoft SQL Server Management Studio to optimize database queries, improving data retrieval times and enhancing reporting accuracy.
- Managed project backlogs and sprint planning sessions in Azure DevOps, leading to an increase in team productivity.
- Coordinated project tasks using Azure DevOps, ensuring alignment with project scope and timely delivery of milestones.

- Implemented Azure DevOps to create detailed dashboards for real-time project tracking, which improved stakeholder communication and reduced project delays.
- Facilitated daily scrum meetings and weekly backlog grooming meetings with the entire project team in Agile Scrum development methodology.
- Implemented Microsoft Team Foundation Server to facilitate sprint retrospectives, allowing the team to identify and address process inefficiencies, resulting in improvement in sprint velocity.
- Gathered requirements for Order management, Warehouse management system (WMS), and e-commerce B2C and B2B portals.
- Collaborated with on-shore and off-shore development teams and business users to create and implement EPIC/User stories for desktop/mobile application features like * Buy Online Pick up in Store, Auto Refill, Product Comparison and Product Bundle, Guest Check out and Persistence Shopping cart.
- Participate in the BRDs Sessions, giving insightful perspectives of MDM Hub and its environment Customer, Vendor, and Item Domain.
- Worked on Member, Order, Catalog, and Payment Subsystems in WebSphere Commerce Server.
- Strong knowledge in configuring applications to meet a client's requirements using Microsoft Dynamics CRM/Dynamics 365 ERP.
- Experience Working with multiple Agency modules in Microsoft Dynamics D365.
- Conducted process workshops to analyze the As-Is process and define the To-Be processed to meet new business requirements.
- Utilized Figma to develop high-fidelity prototypes for mobile applications, ensuring alignment with user experience standards and business objectives.
- Collaborated with UX designers in Figma to create interactive mockups, enhancing the clarity of requirements and reducing design iterations
- Designed user interface prototypes using Figma to validate design concepts and gather feedback from stakeholders, improving user satisfaction
- Implementation, enhancement, and support solutions to meet client's needs using the Demandware e-commerce platform.
- Worked on SFCC Standard objects of Companies, People, Job Order, Planner, Dashboards Reports.
- Performed gap analysis between a client's requirements and the functionality within Microsoft Dynamics CRM/Dynamics 365 ERP.
- I worked in a mainframe environment and used SQL to query various reporting databases.
- Assisted the business team with ATG customization and setting up configurations for catalog management and product hierarchy via BCC.
- Involved in implementing Omni channel point of sale (POS) and upgrading Order Management System (OMS) with third-party vendor support.
- Responsible for formulating the Data Migration strategy for SAP FICO, SAP HCM, SAP SD, SAP MM, SAP Project Systems, SAP BI, and SAP HANA.
- Monitored project expenditures and tracked costs to ensure they stayed within approved budgets.

- Allocated resources efficiently, including labor, materials, and equipment, to meet project needs.
- Involved with Master Data Management (MDM) for Customer Data Integration.
- Assisted the business team in setting up content data for various products via BCC on a day-to-day basis.
- Assisted the business team in setting up targeted email campaigns via BCC.
- Created Process Flow diagrams, Use Case Diagrams, Class Diagrams, and Interaction Diagrams using Microsoft Visio.
- Helped the business define search customization criteria and set up the same via Endeca Experience Manager.
- Responsible for tracking bugs and replying to any clarifications needed by development, QA, and business teams to get those bugs fixed via JIRA. I identified

Business Analyst

Jul 2014-2017

Mindtree Ltd,Ind.

- Business Analyst Responsibilities:
- Conducted data analysis using SQL queries to identify trends, leading to increase in revenue through targeted operational changes.
- Implemented relational database software to streamline data storage processes, enhancing data integrity and reducing redundancy.
- Utilized Microsoft SQL Server Management Studio to optimize complex queries, resulting in reduction in data retrieval time for operational reports.
- Utilized Visual Studio Team Services to collaborate with development teams on design documents, resulting in faster approval process.
- Employed Microsoft development platforms to create comprehensive system design documents, improving clarity and reducing development time.
- Collaborated with teams to assess software solutions through Microsoft Team Foundation Server, enhancing alignment with business objectives and reducing implementation time.
- Facilitated software evaluation sessions using IBM Rational Team Suite, ensuring all stakeholder requirements were captured and addressed in the final decision.
- Analyzed potential third-party logistics software using Atlassian Jira to document feature comparisons, leading to improvement in selection efficiency.
- Managed stakeholder communications through Application Lifecycle Management tools, improving project transparency and stakeholder satisfaction.
- Coordinated project timelines using Azure DevOps, ensuring all tasks were tracked and completed on schedule, resulting in increase in project delivery rates.
- Led revenue initiatives for Special Services projects at Blue Dart, organizing meetings and facilitating data sharing across different zones during product launches and testing phases. Methodologies
- Agile, Waterfall, UML, SDLC, Scrum, V-shape modeling Change Management Tools
- Pega systems, Rational Clear Quest, Rational Clear Case, MicroStrategy, Facets Business Modeling & Versioning Tools MS Office

- MS Project, MS Word, MS Excel, MS PowerPoint, MS Access Programming Languages Structured Query Language (SQL). Operating System

Operating System **2000**

Windows NT/98//XP.

Access, Oracle 8i/9i/10g, Teradata V2R5.1, DB2, MS SQL Server 7.0/,... **2000**

Other known tools

- Other known tools
- Informatica, Load Runner, Win Runner, Crystal Ball, Expert Choice, Core, Caliber, Microsoft SharePoint, Power BI, Power Automate OLAP Tools Business Objects XI, Cognos. Testing tools Apps and web servers
- Apache web server, Tomcat, Web logic 8.1, IIS Design Tools Figma Project Management