

Mani Duggireddy

Riverview, FL

-Email me on Indeed: <http://www.indeed.com/r/Mani-Duggireddy/8030cbfb93fbda86>

Professional Summary

- 8+ Years of Experience in Client Interaction, requirements gathering, analysis and working with end clients to define needs and to develop clear business solutions, to gather and analyze quality data to assist management in making informed, high quality decisions.

- Worked on ACI Risk analyst in the payment management, Real time Payment Solution management and Universal online banker and Other People Soft ACI tools, Kronos

Workforce Management

- Understand project and/or product business goals and daily tasks.

- Work with the project leadership (Program Manager, Product Manager, Business

Analyst and development leads) to ensure that work is prioritized in alignment with business, Track and report team metrics, have good Hands-on Experience on

Appian, Excellent Communication and Presentation. Able to learn and apply new concepts quickly (e.g. business processes, technologies, etc.)

- Property and Casualty experience

- Worked with global medical devices, SDLC and an Agile methodology

- Experience in various industries including Supply chain and logistics, Banking, Educational institution, Investment banking and pharmacy.

- Worked with Pentaho / Informatica / DataStage or relevant ETL Tools

- Worked with JavaScript / Python / C# / Shell scripting or relevant scripting/programming

- Worked with Windows and Unix platform, SQL server and SSIS

- Strong knowledge of the RUP, Agile life cycles.

- Proven track record in delivering results on time and within budget, utilizing formal software development methodologies like Rational Unified Process (RUP)

- Documenting workflows and results of business analysis and obtaining sign-off from clients on specifications. Conducted JAD sessions with all the stakeholders and system teams.

- Worked with tools like MS Visio, MS Project, TSA, MS word, Excel, Access and SharePoint.

- Worked on Facets in Claims, and worked with AML tools and SME of AML

- Proficient in defining business requirements. Documentation of the requirements in Industry Standard Business Requirement Document (BRD). KPI's & Reporting

- Worked on HP ALM and PL/SQL or SQL queries, SDLC and an Agile methodology,

Worked on Oracle GL

- Skilled in the implementation of business practices such as Benchmarking,

Business Process Re-engineering (BPR), Business Process streamlining, Process optimization, Process mapping, Operations analysis, Supply Chain Management,

Resource allocation and utilization

- Created storyboards, wireframes and mockups for the web applications. Architect, analyze, design, develop, troubleshoot, and debug software programs for end user applications. Ensured applications can handle high volumes of load. Ensure responsiveness of applications.

- Worked on Understanding of various Block chain platforms, their differences and applicability for specific scenarios. And was Able to prioritize requirements within Block chain pilots and programmed and Lead the development of roadmap for

Block chain adoption in an enterprise

- Worked on different tools of agile like Atlassian Jira/ Jira Agile, Axosoft Ontime Scrum, Lean Kit, Microsoft Visual Studio Team Foundation Server, Telerik TeamPulse, Rally Platform for Agile Lifecycle Management.
- Design, maintain and enhance documents using Doc 1 Designer Document.
- Analytically skilled in drilling down business requirements and development of functional specifications of the software application. Development of the Functional Specifications Document (FSD).
- Project Management responsibilities included but not limited to requirement analysis, Functional specification, interacting with business owners, issues tracking and resolution.
- Worked in Implementation and Go live support environment.
- Experienced in Implementation/upgrade and Support of SAP HR and Sales Force HR projects.
- Experienced in Release Management of software development.
- Experience in project planning studies including Root-cause analysis, Feasibility studies, Gap analysis, Impact analysis, Risk assessment etc.
- Excellent written and verbal communication skills.

Willing to relocate: Anywhere

Work Experience

Sr. Business Analyst Lead/ UI/UX & Application Integration

CITI Group (Virtusa)-Tampa, FL
September 2022 to Present

Responsibilities:

- As an Apps Support Tech Lead Analyst was responsible to partner with multiple technology teams to ensure appropriate integration of functions to meet goals; identify and define necessary system enhancements; analyze existing system logic, identify problems; and recommend and implements solutions.
- Provided expertise in area and an advanced level of understanding of the principles of apps support.
- Formulated and defines systems scope and objectives for complex, high impact application enhancements and problem resolution through in-depth analysis and evaluation of complex business processes, systems and industry standards; documents requirements.
- Partnered with multiple technology areas and management teams to ensure appropriate integration of functions to meet goals.
- Worked closely with Product Owners, Business Analysts and Systems Analysts to determine and document Systems impacts and support requirements
- Considers the implications of the application of technology to the current environment.
- Identified risks, vulnerabilities and security issues; communicates impact; proposes risk mitigation options.
- Acted as advisor or coach to new or lower level analysts; allocates work.
- Provided in-depth analysis with interpretive thinking to define problems and develop innovative solutions. Directly impacts the business by influencing strategic functional decisions through advice, counsel or provided services.
- Persuaded and influences others through strong and comprehensive communication and diplomacy skills
- Performed other duties and functions as assigned
- Appropriately assessed risk when business decisions are made, demonstrating particular consideration for the firm's reputation and safeguarding Citigroup, its clients and assets, by driving compliance with applicable laws, rules and regulations, adhering to Policy, applying sound ethical judgment regarding personal behavior, conduct and business practices, and escalating, managing and reporting control issues with transparency.

Sr. Business Analyst Lead/ UI/UX & Web Application

CAC (Credit Acceptance Corporation)-Detroit, MI

September 2020 to September 2022

Responsibilities:

- Aligned work with organizational values and goals. Active Listening: Understands what is being said and the context in which it is being said, understands the motivation behind what is being said and recognizes what is not being said.
- Responsible for analyzing different use cases and developing requirements.
- Managed the creation of and/or updates to system documentation in accordance with regulatory requirements for all functional objects, scripts created such that systems maintain their regulated status.
- Worked closely with corporate ACI QA and corporate Quality and Compliance representatives, maintaining the documents according to corporate SOPs.
- Built UI Web Applications and Systems for the CDC to leverage existing systems and rapidly provided core enterprise services to support web-enabled, mobile, and

Services Oriented Architecture

- Worked on conversions and creating data indexes.
- Development of test cases derived from the Use Case model and ensuring the requirement-test case relationship with traceability matrices
- Evaluated the financial information and credit data to determine the Credit risk associated with lending money to the industry and principals.
- Determine if the loan structure is compliant with bank and/or regulatory policy and if it is appropriate for the loan request.
- Worked with the financial information including ratio Credit risk analysis and prepared a written report analyzing the data, the borrower's ability to service the debt, cash flow requirements, and the strengths and weaknesses of the credit.
- Performed the Credit risk rating analysis and review request for potential portfolio concentration issues.
- Recognized areas of risk and escalates through the correct channels in a timely manner. Effectively managed time and resources to ensure that work is completed efficiently.
- Worked with complex information coming from different sources to evaluate, reconcile conflicts and determine the best possible outcomes. Engaged PMO, Product and stakeholders from multiple departments.
- Organized, supported and/or conducted workshops, meetings and presentations specific to the objectives of each problem to be solved and the needs of the audience. Planned, executes, monitors, and controls any or all of the work associated with requirements.
- Worked with Sales Cloud and/or Service Clouds in Agile Environment and was Able to interpret user requirements definitions; able to create solid requirements definitions based on customer interviews
- Creation of the User Acceptance Testing (UAT), test data and facilitation through the UAT process. Administering defect logs and change requests
- Worked on GMP research samplings, created a UI application for the whole testing process, worked on the Labware LIMS for the cost efficiency testing, helped in improving the quality of the testes and compliance
- Tested Ad Hoc queries to generate various benefits related reports.
- Worked in internal audit and on SOX testing for the Web applications and created the UI and UX design flow.
- Worked with global medical devices, SDLC and an Agile methodology.

WellsFargo, Minneapolis, MN

Sr. Business Analyst/ Web Application and Security Analyst

Salesforce

October 2019 to September 2020

Responsibilities:

- Analyze moderately complex business problems to be solved with automated systems

- Act as liaison between business stakeholders and technology groups to complete data mapping and technical requirements.

- WEB UI Forms between Modules and created and managed logical and physical database design for capturing historical data. Developed and documented needed process flows and changes in business organization's compliance. Worked with

Kronos workforce management.

- Integrating law enforcement data between governmental entities, like Canada

Fintrac, and OFSAAI with Federal Govt. Assisting them with Cyber security and Add funds

- Managed a Project for commercial Banking with the following functionality:

Customer, conversions, deposits, loans, teller/branch, data warehouse, cold storage, imaging, accounting, general ledger, Digital channels.

- Marketing Cloud Business Analyst you will work with a global Salesforce team.

The core focus of this position is the design, development, and on-going support of customer applications and objects within Salesforce.com with a focus

- Worked in an agile environment with tools like JIRA and KANBAN. Developed UI and

UX for the New application

- Worked with multiple Development teams for different developments, worked with

Service bow and PeopleSoft ACI for the Development tickets and managing those tickets Worked on SAP tool in P2P

- Worked on International Payment products like Swift Payments MT103, 202 - 1 or more projects in related areas and Nostrum Clearing and Settlement. Worked on the

Cash Management Systems like ACH- Fedwire, Zelle P2P

- Worked with Foreign Exchange, Core banking system (i.e. Bank-in-a-box) in Oracle

GL

- Worked Strong understanding of CRM concepts, processes, benefits, and applicability in the Sales, Relationship Management, and Marketing space or relevant ETL Tools with EDW

- Worked with Javascript / Python / C# / Shell scripting or relevant scripting/programming in Oracle GL

- Worked with Windows and Unix platform, SQL server and SSIS

- Worked with Accounting with Basic knowledge of accounting in Bank for Account services - DDA/MCA

- Worked with Business Process Analysis and Modeling like Flowcharting experience like Visio

- Worked Process oriented and was able to break down into step-by-step flow.

- Complete and maintain formal project documentation throughout project lifecycle including technical requirements, data mapping, UI mockups, workflows and test script

Sr. Business Analyst/Commercial and Risk IT Analyst/Product Manager

Wells Fargo-Minneapolis, MN

May 2019 to September 2019

Wells Fargo & Company is an American multinational financial services company headquartered in San Francisco, California, with central offices throughout the

United States. It is the world's fourth-largest bank by market capitalization and the fourth largest bank in the US by total assets.

Responsibilities:

- Facilitate meetings and communicate effectively across various functions and leadership levels

- Strong follow-up, issue resolution, action item tracking and fulfillment skills

- Perform data mining and Credit Risk analysis

- Draft User Acceptance Test scripts identified business scenarios based on requirements and document comprehensive scripts for end user's Strong follow-up, issue resolution, action item tracking and fulfillment skills

- Documented the available list of Global actions and Reasons with info groups and worked with Business to streamline the same.

- Integrating law enforcement data between governmental entities, like Canada

Fintrac, and OFSAAI with Federal Govt with sales force financial tracking systems

- Lay down the functional specifications and mappings for Interfaces to Providers.

Also communicated and managed the testing requirements/protocols with the QA team.

- Understand and Adhere to all Corporate Policies to include but not limited to

ACI Code of Ethics and Global Information Security. Credit Risk Analysis to Plans, designs and implements methodology, process, procedure and best practice according to ACI's defined process framework in salesforce

- Completed ratio, trend and cash flows analyses and create projections for the new Web Application
- Delivered a multidimensional perspective on the investment outlook in an accessible and informative manner
- Analyzed client records and using the data to recommend payment plans
- Conferring with credit associations and references to exchange credit information on clients
- Manages process definition projects. Identifies and monitors the tasks, estimates and milestones required to meet the identified project objectives.
- Facilitated user acceptance testing with pilot testers and business super users for the web application
- Coordinated the Cutover Plan activities based on the transport and deployment plan with Off-shore team for smooth transports across the landscape.
- Created various written and verbal communication including conference calls with business partners and facilitated go-live support training for super users, and end users.
- Development of test cases derived from the Use Case model and ensuring the requirement-test case relationship with traceability matrices for Virtual Accounts management, Actual and Notional Account Pooling and Sweeping
- Actively participate in Process Engineering sessions to understand the scope of work and identify the detailed Business Requirements needed of BPM to create the

User Stories for each effort

- Probe to ensure you identify the appropriate entrance and exit criteria for each task in the process

Facilitate peer reviews.

- Actively participate in the scrum teams and playbacks and track identified changes to make sure they get completed
- Developed and Designed new UI software systems and interfaces based on business requirements and specifications.
- Provided accurate estimates in support of project planning and development efforts.
- Lead UAT Testing efforts to make sure each release is tested appropriately and defect free and Supported Implementations and Production Implementation check-out when appropriate
- Build strong relationships with the Business, BPM team, BSC Team, ASM Team and Technology partner.

Senior Business Analyst/Security and Vendor Management Analyst

KForce-Tampa, FL

September 2018 to May 2019

Kforce is an award-winning professional staffing and solutions firm that provides strategic partnership in the areas of Technology and Finance & Accounting services. Kforce consistently ranks in the top five U.S. search firms. In fact,

Kforce is one of Forbes' Top 5 Search Firms across the U.S., a title wear with pride

Responsibilities:

- Lead, mentor, train and oversee all activities of assigned team members.
- Assist in grooming the product backlog, partnering with the Program Owners and stakeholders in developing the product vision and roadmaps.
- Write user stories, develop acceptance criteria, create user acceptance test (UAT) cases, and conduct UAT, accepting or rejecting work results based on testing and defect identification for cyber security

- Participate in Risk Analysis and consult on information technology projects and initiatives, including daily Agile stand ups and recurring Agile ceremonies; may lead large initiatives. Worked with JIRA
- Lead sessions with Agile and technical team members to identify and resolve missing business and functional requirements in JIRA and Microsoft visual studio
- Participate in the development of analyst practices and methodologies.
- Worked with Microsoft teams and PeopleSoft/ServiceNow for the Development of new UI/UX in Agile SDLC
- Provide analysis leadership on business operations and complex systems and projects, often across assigned products, to understand strengths and weaknesses, support identification of automation and process improvement opportunities.
- Document and maintain functional requirements, partner with the Enterprise Architect to document and maintain process and data flow and monitor documentation standards and best practice.
- Analyze current business processes and demonstrate process and functional solutions to data and process issues.
- Provided expertise using multiple ETL products namely COG
- NOS DATA MANAGER, INFORMATICA, DATA STAGE, etc. and any other ETL and Modeling in salesforce
- Prepares for and facilitates elicitation of requirements using various methods.
- Evaluate functionality and design of existing and proposed applications and systems to judge effectiveness, reliability, performance, usage, maintainability, and cost of ownership.
- Coach and train users on application and system functionality, contributing to user guides, reference manuals, and training materials as appropriate.
- Ensure the integrity of assigned applications and systems through a disciplined approach to data management, process, and security.
- Support periodic, critical project and business processing efforts; some non-standard hours may apply.
- Generate standard and ad hoc reports, assist with audits, resolve data issues, and support general research needs to support business decisions and operations.
- Commitment and adherence to Firms Core Values.

Senior Business Analyst/ Test Data & Cyber Security Analyst

WellCare Group-Tampa, FL

June 2018 to September 2018

Headquartered in Tampa, Fla., WellCare Health Plans, Inc. (NYSE: WCG) focuses exclusively on providing government-sponsored managed care services, primarily through Medicaid, Medicare Advantage and Medicare Prescription Drug Plans, to families, children, seniors and individuals with complex medical needs. The company served approximately 4.4 million members nationwide.

Responsibilities:

- Worked on Test Data Management, on creating the implementation methodologies, Business requirement documents Worked on HP ALM and PL/SQL or SQL queries, User Acceptance Test Analyst will support a CRM Order Management Product suite, Oracle Hyperion Solutions
- Worked on Blockchain with Vendor Analysis and engaging in status meetings with SMEs and financial teams. Understanding of Block chain fundamentals, decentralized applications, ideally should have been part of Block chain Projects/Pilots.
- Conceptualized Block chain solutions for given business problems. Documentation of high-level requirements, business case, use cases, project charter etc.
- Worked Test Data Management process, working with UAT/Systems testing, and worked with Interfaces with business team member to represent both the business and technical team perspective working with data management, data analysis, data cleansing, data masking, or any sort of data warehousing
- Worked on Develops ad-hoc reports to conduct data analysis and validation. And with the development team to clarify business needs and translate requirements to system specifications
- Research methodologies and conduct metric reporting.

- Provided the direction and oversight to design, develop, deploy and sustain solutions that meet applicable business requirements
- Mine data out of FACETS in order to identify trends throughout the Claims department
- Perform analysis of all claims data in order to provide decision support to

Claims management team

- Represents the Claims department in project meetings and other meetings that require subject matter knowledge and input

· Developed Validation Plans and Change Controls for Labware LIMS (Laboratory Information Management System)

- Developed Validation testing strategy in accordance with client's policy and procedures

· Worked closely with System Manager, Quality Assurance and Business Process

Owners to effectively and efficiently implement LIMS projects

- Assisted with understanding the business requirements, analyze and suggest technical solution for LIMS projects

· Worked closely with other validation team members to ensure system impact is assessed and mitigation strategy is in place for multiple sites using LIMS application

- Created, reviewed & approved CSV deliverables such as, User/Functional

Specification, Design specification, IQ/OQ/PQ qualifications for LIMS projects

- Prepare detail and summary level reports including written interpretation of analytic results.

· Presents results to management. including data-driven business recommendations and alternatives.

- Evaluates financial impact of implemented initiatives.

· Performs other duties as assigned

- Responsible for resolving issues and mitigating risks, escalating issues/risks when appropriate

· Worked on Agile on Jira and Microsoft Projects

- Identifies and recommends operational improvement opportunities through reporting

· Process and trend analysis.

· Run SQL queries if needed and reporting, dashboards, KPIs, data consolidation, data mapping, master data, data quality, Sharepoint-2010

- Work with BRDs, release managers, developers and QA teams.

· Participate in testing including UAT testing and defect resolution

- Develops ad-hoc reports for data analysis to support initiatives.

· Interacts with Management to recommend next-level operational strategies.

Senior Business Analyst/ Product Owner/ Project Manager

CITIGroup-Tampa, FL

February 2017 to June 2018

Citi works tirelessly to provide consumers, corporations, governments and institutions with a broad range of financial services and products. We strive to create the best outcomes for our clients and customers with financial ingenuity that leads to solutions that are simple, creative and responsible.

Responsibilities:

- Worked on RPA Project, on creating the implementation methodologies, Business requirement documents, MD50's for the NAM, GB and Risk management and Worked on HP

ALM and PL/SQL or SQL queries, User Acceptance Test Analyst will support a CRM

Order Management Product suite and KPI's & Reporting Worked with Jira, And Rally

Platforms for Agile Lifecycle Management.

- Direction and oversight to design, develop, deploy and sustain solutions that meet applicable business requirements, resolving issues and mitigating risks, escalating issues/risks when appropriate in SAP P2P

· Planned, designed, developed and facilitated the development, implementation and continuous improvement of ACI's methodologies, processes and procedures. Work across organizational boundaries to ensure process consistency and adoption.

- Evaluating the financial status of clients by producing financial ratios through computer programs
- Filling out loan applications and including the credit analysis and loan request summaries, then submitting these loan applications to loan committees for their approval

· Worked on ACI's Retail Payments, Real-time Payments, Merchant Payments, Payments

Intelligence, Digital Channels, Bill Payment in SAP P2P

- Worked with business team member to represent both the business and technical team perspective,
- Worked with the development team to clarify business needs and translate requirements to system specifications
- Worked on UAT Test Scripts, Created the Specs for the UAT testing, and I was also the part of testing
- Worked on Understanding of various Block chain platforms, their differences and applicability for specific scenarios. And was Able to prioritize requirements within Block chain pilots and programmed and Lead the development of roadmap for

Block chain adoption in an enterprise.

· Worked with technical knowledge, creativity and company practices and priorities to obtain solutions to complex problems

· Worked on Agile methodology with the tools like JIRA, RUP

· Worked on IOT, we were the lead in this project, worked on creating the project charter, POC, engaging and researching the vendors, vendor management, Vendor

Analysis and creating intensive project reports BRD's and engaging the status meeting with SMEs and financial teams.in Supply chain and in P2P SAP

· Worked on Blockchain, I was the lead in this project, Responsible for creating

Business Process Modeling and Work Flow Diagrams.

· Used Scrum Work Pro and Microsoft Office software to perform required job functions, creating intensive project reports BRD's and worked on creating the project, charter, POC, engaging and researching the vendors, vendor management,

Vendor Analysis and engaging the status meeting with SMEs and financial teams.

· Understanding of Block chain fundamentals, decentralized applications, ideally should have been part of Block chain Projects/Pilots.

· Conceptualized Block chain solutions for given business problems. Oracle

Hyperion Solutions Documentation of high-level requirements, business case, use cases, project charter, Sharepoint-2010 etc.

· Working on Case Management was leading this project right now, we have researched and analyzed the around 15 vendors, we were point of contact between

SMEs and the senior management, we have created the BRD, RFI, RFP, RFD and

IFRS/CECL Project charter and Vendor Recommendations Deck

· Working on ESC Portal, we were Doing the vendor Analysis and Vendor Management, presently, working in JIRA, working with SMEs, Design studios and the development

Teams.

· Working on S2P Digitalization, in this project we were working with the Procure to Pay(P2P), we have enabled the Oracle Pay on Receipts functionality, Working with SMEs and Cross Functional team.

· Working on Global Account Ownership project, With Complete P2P and S2C day to day life cycle

Business Analyst/ Claims Analyst

Baylor College of Medicine-Houston, TX

March 2015 to January 2017

Baylor College of Medicine in Houston is recognized as a premier academic health science center and is known for excellence in education, and research. As a Senior

Business Analyst worked on creating BRD's for conversions, interfaces and reporting.

Responsibilities:

- Facilitated the Customer in defining the high-level Functional Requirements and needs.
- Involved in the meeting with Business Process Owners, SME (Subject Matter Experts) and Marketing Team for Requirement gathering in the Definition Stage.

- Gathered requirements, developed process models, and modified the business requirement document.
- Worked for OTA process environment
- Responsible for documentation includes User and Functional Requirements Specifications, System Design Specifications, Requirements Traceability Matrices, Operational Qualification test cases, Process Qualification test cases and system training materials.
- Responsible for managing system documentation review, storage, versioning and signature collection.
- Interacted with end users to gather business requirements and information and transcribe them into validation requirements.
- Responsible for analyzing different use cases and developing requirements.
- Managed the creation of and/or updates to system documentation in accordance with regulatory requirements for all functional objects, scripts created such that systems maintain their regulated status.
- Worked closely with corporate ACI QA and corporate Quality and Compliance representatives, maintaining the documents according to corporate SOPs.
- Worked with Cyberlife and knowledge on Various Modules of Cyberlife
- Works on Facets in Claims, SDLC and an Agile methodology
- Worked with the ERP retail environment, SDLC and an Agile methodology
- Worked on conversions and creating data indexes.
- Development of test cases derived from the Use Case model and ensuring the requirement-test case relationship with traceability matrices
- Implemented good documentation practices in projects.
- Identify and quantify data issues within Claims Operations and assist in the development of plans to resolve data issues
- Define and develop regular data management processes and ad hoc user requests
- Define and develop the Claims reports and ensure Claims data submitted to regulatory agencies is accurate and timely
- Design and develop Claims testing and techniques for Claims reporting validation
- Conducted Joint Application Development (JAD) sessions to develop architectural solutions that application meets the business requirements, resolve open issues, and change requirements.
- Responsible for getting the sign offs from the Business team and Technical Team
- Successfully assisted the team in implementing SAP ECC 6.0 ERP system.
- Successfully assisted transitioning from JP Morgan retirement Plan services to Charles Schwab for 401k.
- Facilitate technical requirements gathering sessions with business and technical liaisons to define customizations, interfaces and data conversion requirements.

Business Systems Analyst

Bank of America-Hyderabad, Telangana

September 2012 to December 2014

Responsibilities:

- Interacted with stakeholders and end-users to better understand the current Business and IT processes.
- A Detailed QADB is prepared to understand complete processes and procedures.
- Assigned tasks among the development team monitored and tracked progress of the project following agile methodology.
- Responsible for creating Business Process Modeling and Work Flow Diagrams. Used Scrum Work Pro and
- Microsoft Office software to perform required job functions
- Used Simple maintenance, Detail maintenance to configure the client 's hierarchies for organizational structure (company structure and personnel structures), organizational units, jobs, positions, and tasks.

- Maintained Account Assignments, reporting structure, assigned the tasks to positions and integrated all of these into the enterprise's organizational plan.
 - Maintained the number ranges for organizational units.
 - Documented and coordinated changes effectively and prepared documentation for business presentations.
 - Documented the available list of Global actions and Reasons with info groups and worked with Business to streamline the same.
 - Lay down the functional specifications and mappings for Interfaces to Providers.
- Also communicated and managed the testing requirements/protocols with the QA team.
- Facilitated user acceptance testing with pilot testers and business super users.
 - Coordinated the Cutover Plan activities based on the transport and deployment plan with Off-shore team for smooth transports across the landscape.
 - Created various written and verbal communication including conference calls with business partners and facilitated go-live support training for super users, and end users.
 - Designed user training documentation and mentored business users with new process developments made in the system.
 - Functioned as the liaison between the business line, operations, and the technical areas throughout the project cycle.
 - Collaborated with resources to ensure all system design requirements adequately reflect the defined business processes and fully supports all components of the functional business requirements.

Education

Master's degree in IT

South University-Savannah - Tampa, FL

August 2014 to May 2016

Bachelors in information systems

JNTU

2013

Skills

- Agile
- Test Cases
- Requirements Gathering
- Business Analysis
- Web Services
- JavaScript
- XML
- Business Requirements
- MySQL
- SDLC
- Waterfall
- Jira
- Scrum

- User Acceptance Testing
- Oracle
- Tableau
- Microsoft SQL Server
- Data Warehouse
- Test Automation
- Visual Basic
- Software Development
- SQL
- AWS

Certifications and Licenses

Certified Scrum Master