

# VIDHYA CHITTIBABU KRISHNASWAMY

469-525-8918 | krishnaswamy.vidhya@gmail.com

## Professional Summary

Detail-oriented professional with experience in business analysis, project coordination, and operations. Skilled in gathering requirements, stakeholder management, data visualization, building dashboards, and streamlining workflows to improve efficiency. Currently pursuing a Master's in IT Management, with a strong interest in roles that connect business and technology, including business analyst, project management, and technical problem-solving positions.

## Education

### Master of Science in Information Technology Management

Cumberland University

2026

Tennessee, USA

### Master of Business Administration [5<sup>th</sup> Rank Holder in Anna University]

Sri Ramanujar Engineering College

2013

Chennai, India

### Bachelor of Computer Science and Engineering

Prince Shri Venkateshwara Engineering College

2011

Chennai, India

## Skills

Software Development Life Cycle | Product Lifecycle Management | GAP Analysis | Cross Functional Collaboration | Vendor & Stakeholder Management | Agile/Scrum Methodology | UAT Coordination | Workday & PeopleSoft | ServiceNow | Team building | Communication Skills | Data Validation | Data Analysis | Workflow Optimization | Dashboards | Reporting & Visualization | Requirement Gathering | Process Improvement | Change Management | Mentorship | Team Leadership

## Tools

Azure DevOps | Confluence | Microsoft Visio | Microsoft Excel | Microsoft PowerPoint | MS Project | MS SharePoint | Power BI | SQL | Python | Slack | Microsoft Teams | Zoom | Webex

## Professional Experience

Organization	Designation	Duration
L&T EduTech - India	Assistant Manager	Aug 2022 – Feb 2023
Royal Bank of Scotland - India	Senior Analyst	Jan 2015 – Aug 2022
Neeyamo Enterprise Pvt Ltd - India	Service Delivery Partner	Aug 2013 – Jan 2015

**Client: L&T EduTech - India**

**[ Aug 2022 – Feb 2023]**

**Project: Training Modules Upload in Company Portal**

**Role: Assistant Manager**

**Key Responsibilities:**

- Managed team activities across all Software Development Life Cycle (SDLC) phases, including requirement gathering, design, testing, and deployment.
- Conducted brainstorming sessions with business users and Subject Matter Expert (SME) to gather requirements.
- Documented the business requirements in the form of BRDs.
- Worked closely with the web development team to help them understand the requirements and supported the implementation efforts by answering questions of the developers related to the requirements
- Conducted GAP Analysis in understanding how the upgraded system carries out the business functions and assists in ensuring the timely and effective implementation and conducted feasibility
- Coordinated with cross-functional teams to support system integrations and workflow optimization.
- Conducted daily stand-up meeting and works in backlog management and UAT support in Project.
- Review the user stories and reprioritize them along with my team. The highest prioritized goals were transferred to sprint board accordingly.
- Facilitated the Sprint Retrospective meetings with the scrum team to review what went well and what should be improved
- Defined and implemented Change Management policies and procedures.
- Worked with SQL queries to extract and validate data from databases.
- Create and track project plans using MS Project and ensure on-time and high-quality deliverables to the client.
- Facilitated user acceptance testing support in Project.

**Client: Royal Bank of Scotland - India**

**[Jan 2015 – Aug 2022]**

**Project: Learning Management System**

**Role: Senior Analyst**

**Key Responsibilities:**

- Orchestrated end-to-end documentation ensuring all stakeholder needs were captured and addressed.
- Created detailed process maps and flow diagrams using Visio to visually represent system interactions.
- Collaborated with IT architects and interface developers to align backend data flows and front-end user journeys.
- Defined acceptance criteria and partnered with QA to verify end-to-end functionality.
- Oversaw multiple testing cycles, funneling user feedback to the internal team to refine system behavior and usability.
- Acted as the go-to authority for troubleshooting issues, clarifying features, and ensuring up time.
- Facilitated weekly touchpoints with vendors to scope out release changes and manage enhancement timelines.
- Translated technical update briefs into clear, executive-level summaries and presentations for leadership reviews and prepared BI dashboards.
- Championed cross-functional coordination to prioritize enhancements.

- Contributed to post-deployment retrospectives, documenting lessons learned and recommending process optimizations.
- Ensured traceability of business needs throughout configuration, testing, and production release phases.

**Client: Neeyamo Enterprises Pvt Ltd - India**

**[Aug 2013 – Jan 2015]**

**Project: Employee Recovery Automation System**

**Role: Service Delivery Partner**

**Key Responsibilities:**

- Designed end-to-end process flows (Visio) to articulate user interactions and data flows.
- Worked closely with clients and stakeholders to understand requirements and translate them into system workflows and enhancements.
- Delivered summary dashboards for leadership highlighting release readiness, outstanding risks, and mitigation strategies.
- Drove the rollout of version enhancements, coordinating release notes, deployment schedules, and stakeholder communications.
- Captured enhancement requests from end users, prioritizing them, and feeding them into future release plans.
- Conducted root-cause analysis for integration errors.
- Prepared formal presentations to update business leaders on project status, dependencies, and upcoming deliverables.