

APALA CHANDOLA
San Jose, CA 95129

SKILLS :

- Business Analyst/Project Manager with 10+ years of experience including a versatile portfolio of projects and roles in Global Business and IT Operations. Especially focused on cost-effective process and system improvements, solution design and system implementation, issues & backlog management, application code development, Quality Assurance & bugs/defects tracking and fixes, software quality control, customer experience.
- Customer focused, ability to extract, interpret and evaluate business and systems requirements.
- Analytical and creative thinking with attention to detail and problem-solving. Skilled and experienced in writing user stories, usability focused solution design, documentation including BRD, FSD, functional QA testing, User Acceptance Testing, user training. Technical expertise in coding, code reviews and analysing code.
- Experienced in analysis & data modelling, data mapping, gap analysis, context diagrams, data flow diagrams, Reverse Engineering. Trained in Data analysis and visualization using Python libraries.
- Familiar with software development within Scrum-Agile and waterfall frameworks. Experienced in PLC, SDLC, Six Sigma standards. Prior certification in CPIM(APICS - Santa Clara Valley Chapter).
- Experienced in ERP, Supply Chain Management, Revenue/Billing Systems processes and applications.
- Strong written and verbal communication skills. Flexible, adapt to changing priorities. Motivated, enthusiastic and inquisitive learner.
- Dynamic, team player with interpersonal skills, collaboration & relationship-building experience.

Technical: Cloud based technology and applications, SaaS subscription model, Oracle e-business Suite
Skills Python, SQL, PL/SQL, RDBMS, Oracle e-business suite, HTML, CSS, MS office tools, Google docs, Google Sheets, Google slides, Data Warehousing.

Education: Bachelor Degree with Hons. in Business, Economics & Finance- B.Com(Hons.)
Delhi University (India)
Masters Diploma in Computers Software Applications & Systems Management -
National Institute of Information Technology - Delhi (India)
Object Oriented Analysis(UC Berkeley), Unix Administration(UC Santa Cruz),
C++(UC Santa Cruz)

Enrichment: Courses, classes and Certifications earned:
Data Science track (Python, Statistics using Python Libraries, Data Analysis and Visualization),
Cloud Computing, RESTful Web Services(fundamentals), Agile MBA Certification.

Proficient in Languages(Spoken and written) : English, Hindi

Status : US Citizen