

APALA CHANDOLA

San Jose, CA 95129

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SKILLS :

- Techno-functional leader, Business Systems Analyst with 10+ years of experience in a diverse portfolio of projects and roles in Global Business and IT Operations.
- Solve customer problems with substantial business impact through cost-effective solutions design and system improvements. Lead system implementation, issues & backlog management, Quality Assurance & bugs/defects tracking and fixes, customer experience.
- Customer focused, ability to extract, interpret and evaluate business and systems requirements.
- Analytical and creative thinker with attention to detail and strategic problem-solving. Skilled and experienced in writing user stories, usability focused solution design, documentation including BRD, FSD, QA testing, User Acceptance Testing, user training.
- Experienced in data modelling, data mapping and gap analysis, data flow diagrams.
- Familiar with software development within Scrum-Agile and waterfall frameworks, Six Sigma standards. Experienced in PLC, SDLC. Prior certification in CPIM(APICS - Santa Clara Valley Chapter).
- Prior experience in ERP, Supply Chain Management, Revenue/Billing Systems processes and applications.
- Motivated enthusiast and an inquisitive learner. An observer, active-listener with strong written and verbal communication skills.
- Dynamic, team player with collaborative & relationship-building skills. Flexible and adapt to changing priorities. Remote learning experience.

Technical Skills: SQL, PL/SQL, Relational Databases, HTML/CSS, JavaScript, Python(basics), MS office tools(Word, PowerPoint, Excel), Visual Studio Code, Google(docs, G-Sheet, G-Slides, G-meet), Trello, Slack, Zoom

Other skills: SaaS subscription model, Oracle e-business suite

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

Enrichment: Courses, classes and Certifications earned:

Data Analysis track bootcamp (Python, Statistics using Python Libraries, Data Analysis and Visualization)
- FUHSD Adult Education.
Cloud Computing(Udemy), Agile MBA Certification-The Job Hackers,
Web Design & Development(HTML/CSS, JavaScript)-MEDA MissionTechies bootcamp

GitHub : <https://github.com/apalacd/meda-summer2020-apala/tree/master/projects/portfolio>

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

Status : US Citizen