APALA CHANDOLA
San Jose, CA
Apala_Chandola@yahoo.com
LinkedIn | **GitHub**

SUMMARY:

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. Analytical and creative thinker with attention to detail and strategic in solving customer problems with substantial business impact, through cost-effective solutions and system improvements. Motivated enthusiast, an inquisitive learner, an observer with strong written and verbal communication skills.

SKILLS:

Technical Skills: SQL, PL/SQL, Relational Databases, HTML/CSS, JavaScript, Python (basics)

Non-Technical: MS office tools (Word, PowerPoint, Excel, Teams), Visual Studio Code, Google (docs, G-Sheet, G-Slides, G-meet), Trello, Slack, Zoom

Business Skills: SaaS subscription model, Oracle e-business suite, in ERP, Supply Chain Management, Revenue/Billing Systems processes and applications.

Professional Skills:

- Customer obsessed with the unique ability to extract customer pain points and translate into appropriate user stories, usability focused solution design, system implementation and customer experience.
- Proficient with data modelling, data mapping and gap analysis, data flow diagrams, writing Business Requirements Documents, Functional Specifications Documents, issues and backlog management.
- Familiar with software development within Scrum-Agile and waterfall frameworks, Six Sigma standards. Experienced in Product Life Cycle (PLC), Software Development Life Cycle (SDLC).
- QA testing, User Acceptance Testing, bugs/defects tracking, user training.
- Dynamic team player with collaborative & relationship-building skills to lead a team of engineers. Flexible and adaptable to changing priorities especially in a remote work environment.

Languages: Fluent in English & Hindi

EDUCATION & ENRICHMENT:

2020- Present	MEDA Mission Techies - Frontend and Backend Web Development bootcamp
2019	Fremont Union HS District Adult Education- Data Analysis track bootcamp
2019	The Job Hackers- Agile MBA Certification
2018	Udemy- Cloud Computing
2000	Prior certification in CPIM (APICS - Santa Clara Valley Chapter).
1983-1987	Jesus & Mary College, Delhi University (India)- Bachelor with Honors in Commerce (Business, Economics & Finance)
1987-1988	National Institute of Information Technology - Delhi (India)- Certification in Computers Software Applications & Systems Management
1994	UC Berkeley, CA - Certification in Object Oriented Analysis
1995	UC Santa Cruz Extension, CA - Certification in Unix Administration
1995	UC Santa Cruz Extension, CA - Certification in C++