

Appala naidu Kolli

MCA | IT Business Analyst | Data Analyst | AMS/SLF Lead | GS1 Standards| 9 yrs | IKEA



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PROFILE SUMMARY

- ❖ Analytics-driven **Business Analyst and Application Expert** with 9+ years of experience in application support, business analysis, data transformation, and integration projects. Experienced in translating business requirements into technical specifications, collaborating with cross-functional teams, and ensuring seamless operations between internal systems and external partners. Skilled in **integration testing, data validation, API-based workflows, and stakeholder management**, with strong expertise in DevOps practices, automation, and supply chain systems..

Strong background in **application lifecycle management, requirements gathering, and stakeholder collaboration** within energy, retail, and supply chain sectors. Experienced in **Azure DevOps, ServiceNow, and Jira**, translating business processes into functional and technical requirements. Adept at fostering collaboration between **business, development, and operations** teams to deliver high-quality, compliant, and innovative application solution.

EDUCATION

- ❖ MCA (Master of Computer Applications) from Andhra University, Visakhapatnam, in 2016.

CERTIFICATIONS

- ❖ BDA Introduction to **Business Analysis Foundation**
- ❖ Certified Scrum Master
- ❖ Digital : Dot Net Full Stack Developer with Angular Specialization
- ❖ Technology : **Generative AI** Foundation Curriculum
- ❖ Oracle database 12c : PLSQL Certification
- ❖ **Retail** : Foundation Certificate in Retail Operations

CORE COMPETENCIES

- ❖ Business Analysis & Requirements Gathering
- ❖ Application Lifecycle Management
- ❖ Strong experience in UAT,BAT,end-end testing
- ❖ Data extraction, transformation, validation,governance,modelling,documenting.
- ❖ Data Analysis & Visualization (Power BI, SQL, Python, Excel)
- ❖ Azure DevOps, ServiceNow, Jira, ITSM
- ❖ Process Optimization & Continuous Improvement
- ❖ Stakeholder Management & Communication
- ❖ Compliance, Security & Best Practices
- ❖ Agile Methodologies (Scrum, Kanban, SAFe)
- ❖ Documentation & Workshop Facilitation
- ❖ DevOps Practices & Production Support
- ❖ Incident & Problem Management(**Service Now,C#,Net,Angular,Plsql,Postgre Sql**)
- ❖ End to End application life cycle management.

TECHNICAL PROFICIENCIES

- ❖ **Tools:** Azure DevOps, ServiceNow, Jira, Confluence, Git, Power BI, Splunk, Catchpoint
- ❖ **Programming languages:** C#.Net, API, Angular, Python, SQL, C#, JavaScript, PlSql
- ❖ **Visualization tools :** Power BI
- ❖ **Database Technologies:** Oracle, MongoDB, Postgres DB
- ❖ **BI & Analytics:** Power BI, SQL, Excel-advanced,
- ❖ **Design & Collaboration:** Visio, Figma, Miro
- ❖ **Others tools:** ER Studio, Service Now, Splunk, Catchpoint

WORK EXPERIENCE

TCS Sverige || Since Jan 2023 || Älmhult Business Analyst / Data Analyst || IKEA || Supply Chain Development

- Gathered and analyzed business requirements from multiple stakeholders and external partners, converting them into **technical specifications and Jira user stories**
- Supported **data transformation and integration projects** in digitalization of legacy systems.
- Written and executed **UAT scenarios and test cases**, ensuring high-quality delivery and accurate implementation by developers
- Maintained application documentation for configurations, workflows, and test scenarios, ensuring clarity for both technical teams and stakeholders
- Investigated **cross-functional business areas** to identify opportunities for **GS1 standards adoption, data harmonization, and traceability improvement**, ensuring alignment with IKEA's strategic supply chain and sustainability goals

- Extracted and analyzed data from IKEA's key business databases using SQL and Python to uncover actionable insights, demonstrating strong analytical ability.
- Created visualizations, charts, and structured documentation using Power BI and Python to support strategic decision-making and business development.
- Assessed IKEA product master data against GS1 GDSN standards using SQL and ER/Studio, ensuring data integrity for business applications.
- Developed clear, structured documentation outlining business insights, decision points, and roadmap recommendations for stakeholder alignment, leveraging strong communication skills.
- Contributed to sustainability and circularity initiatives by investigating IKEA's value chain, exploring regulatory compliance, authority expectations, and the **Digital Product Passport (DPP)** journey.
- Recognized as a top performer of the quarter for delivering actionable insights and strategic recommendations for GS1 GTIN initiation in Product Lifecycle Management systems.

WORK EXPERIENCE

TCS Sverige || April 2017 – Jan 2023 || Älmhult & Chennai

DevOps Engineer || IKEA

- Led support and development for 40+ IKEA core business applications, ensuring SLA adherence and acting as the primary point of contact for stakeholders and cross-functional teams.
- troubleshoot incidents, problems resolution, and change processes by resolving application issues, conducting root cause analysis (RCA), and implementing preventive measures. Developed, troubleshoot, and resolved bugs across ASP.NET, .NET Core, PLSQL, and PostgreSQL-based business applications, ensuring a stable and optimized production environment.
- Developed scalable microservices in C#/.NET Core with seamless Azure cloud integration, supporting application development.
- Set up and managed application availability and health monitoring using Splunk, AppDynamics, and Catchpoint; developed performance dashboards and automated alerts to proactively identify issues and ensure optimal system reliability.
- Developed a Service Request Engine to automate frequently raised user requests, resulting in significant lead time reduction and improved efficiency for end users, demonstrating automation and workflow optimization.
- Recognized with the Contextual Master Award for proactively identifying a critical flaw in the application's recommended sale price calculation logic. Designed and implemented an automation solution that corrected the issue and prevented future occurrences, resulting in business savings of over 2 million. The initiative demonstrated strong analytical thinking, technical execution, and business impact.
- Successfully led the migration of IKEA's largest database system from Oracle 12c to 19c, coordinating with over 20 cross-functional teams to plan and execute a seamless transition. Oversaw all phases of the migration including impact analysis, scheduling, testing, and deployment ensuring minimal disruption to business operations. Received client appreciation for delivering the project on time with high quality and operational stability demonstrated guidance, teamwork.
- Served as SLA Lead for a team of 7 members, overseeing daily operations, ensuring adherence to service level agreements, and driving incident resolution and change management processes. Coordinated task assignments, monitored KPIs, and acted as the primary liaison between technical team and stakeholders to ensure timely delivery and alignment with business expectations.



Achievements

- TCS AI Spark,TCS Innovation Awards** – recognition for identifying an **AI-driven** business use case and proposing an effective solution approach.
- On the spot award 2025,2024,2023,2022,2017** – Awards for Excellence
- Contextual master award** – For a business-critical automation development.

➤ PERSONAL DETAILS

- ❖ **Date of Birth:** 15th May 1992
- ❖ **Languages Known:** English, Telugu
- ❖ **Linked profile:** <https://www.linkedin.com/in/appalanaidu-kolli-791917249/>