

Appala naidu Kolli

MCA | Business Analyst | Data Analyst | Devops Engineer | GS1 Standards



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PROFILE SUMMARY

- ❖ Analytics-driven **Business Analyst/Data Analyst** with 3 years of experience supporting IKEA's supply chain transformation through **GS1** standards integration. Skilled in extracting and analyzing data from key business systems to deliver actionable insights, visualizations, and decision-support documentation with a strong focus on automation and sustainability KPIs. Adept at mapping IKEA product data to **GS1 GDSN standards**, investigating business areas, and translating complex requirements into clear, stakeholder-ready outputs.
- ❖ Technically adept **DevOps Engineer / SLA Lead** with 6 years of experience managing production support for 40+ **IKEA** business applications. Proven expertise in incident and problem management, enhancements, and end-to-end application maintenance using technologies like **PL/SQL, PostgreSQL, .NET, Angular** and **Agile methodologies**. Progressed from support analyst to offshore team lead, and later onsite DevOps Lead, responsible for SLA adherence, seamless deployments, and ensuring high system availability. Trusted front-face for client interactions, delivering stable, scalable, and business-aligned solutions.

EDUCATION

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

CERTIFICATIONS

- ❖ BDA Introduction to **Business Analysis Foundation**(Udemy)
- ❖ Certified Scrum Master
- ❖ TCS-Wings2 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

WORK EXPERIENCE

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

- Led maturity assessments and impact analyses to integrate **GS1 identifiers** and standards into IKEA's digital ecosystem.
- Extracted and analyzed data from IKEA's key business databases to uncover actionable insights.
- Created visualizations, charts, and structured documentation to **support strategic decision-making** (Python, Power BI, SQL).
- Assessed IKEA product master data against GS1 GDSN standards (SQL, GS1, ER/Studio).
- Developed clear, structured documentation outlining business insights, decision points, and roadmap recommendations for stakeholder alignment.
- Collaborated with stakeholders to understand business requirements and translated them into data-driven analyses and strategic recommendations.

CORE COMPETENCIES

- ❖ Data Analysis & Visualization (**Power BI, PL/SQL,Python,MS Excel-Advanced**)
- ❖ Business Analysis,Documentation,Requirement Gathering ,Stakeholder Engagement
- ❖ GS1 Standards Integration & GDSN Mapping
- ❖ **Sustainability** & Circular Supply Initiatives
- ❖ Automation & Workflow Optimization: **Power Automate, DevOps, CI/CD (Azure DevOps, Jenkins)**
- ❖ Agile Methodologies (**Scrum, Kanban, SAFe**)
- ❖ Cross-Functional Team Collaboration
- ❖ DevOps Practices & Production Support
- ❖ Incident & Problem Management(**Service Now,C#,.Net,Angular,Plsql,Postgre Sql**)
- ❖ Application Deployment & Enhancement

TECHNICAL PROFICIENCIES

- ❖ **Programming_languages**: C#.Net,API,Angular, Python
- ❖ **Visualization tools** : PowerBI
- ❖ **Database Technologies**: Oracle, MongoDB, Postgres DB
- ❖ **Agile Tools**: JIRA, Confluence,Git
- ❖ **CI/CD** : Jenkins,AzureDevops
- ❖ **BI & Analytics**: Power BI, SQL,Excel-advanced,
- ❖ **Design & Collaboration**: Visio, Figma, Miro
- ❖ **Others tools**: ER Studio,Service Now,Splunk,Cathpoint

- 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.
- Established scheduled **Power Automate flows** to automate the creation and distribution of weekly and monthly reports.



WORK EXPERIENCE

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

Devops Engineer || IKEA || Range

Application Management & Support

- 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.
- Managed incidents, problems, and change processes by resolving application issues, conducting root cause analysis (RCA), and implementing preventive measures. Developed, troubleshooted, 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.

Performance improvement & Automations

- 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.
- 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 a business savings of over **€2 million**. The initiative demonstrated strong analytical thinking, technical execution, and business impact.

Team collaboration & Stakeholder collaboration

- 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.
- 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

- **tcsAI Spark, TCS Innovation Awards** – recognition for identifying an **AI-driven** business use case and proposing an effective solution approach.
- **On the spot award 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
- ❖ **Address:** Malmö, Sweden