# Appala naidu Kolli

IT Business Analyst | Malmö, Sweden (Open for relocation) | +46 764337018 | bobby7872@gmail.com

## About

Analytical and results-driven IT Business Analyst with 9 years of experience bridging business requirements and technical solutions in enterprise environments. Proven ability to deliver measurable business value through digital transformation, process optimization, and application lifecycle management. Adept at collaborating with cross-functional, multicultural teams to enhance application reliability and user satisfaction. Skilled in requirements analysis, functional analysis, stakeholder management, and continuous improvement within Azure DevOps and ITSM-driven environments.

## Skills

Business Analysis & Application Delivery · Requirements Gathering & Documentation · Stakeholder Management · Process Optimization · Application Lifecycle Management · Incident, Problem & Change Management (ITIL) · Agile Delivery (Scrum, Kanban, SAFe) · Compliance & Security Governance · Collaboration & Communication · Analytical Thinking · Continuous Improvement · DevOps · Azure · ServiceNow · JIRA · ITSM · Technical & Non-Technical Requirements gathering

- Programming languages: C#, .NET Core, Angular, Python, JavaScript, TypeScript

- Database Technologies: Oracle, MongoDB, PostgreSQL, SQL

- Agile Tools: Jira, Confluence, Scrum, Kanban, SAFe

- DevOps & CI/CD: Azure DevOps, Jenkins, Git, Azure Functions.

- BI & Analytics: Power BI, SQL, Excel (advanced)

- Design & Collaboration: Visio, Figma, Miro

- Monitoring & Support Tools: Splunk, AppDynamics, Catchpoint, New Relic, ServiceNow, BMS Remedy ,Azure Monitor

- Operating Systems & Infrastructure: Azure cloud, Windows Server, Linux

## Experience

**Tata Consultancy Services (Consultant for IKEA of Sweden AB)**          Sweden · On-site

GS1 Standards embracing to IKEA Digital landscape (Business Analyst)          May '23 - Present

- Led maturity assessments and impact analyses integrating GS1 standards into IKEA digital ecosystems, demonstrating strong analytical skills and attention to detail.

- Gathered, analyzed, and documented functional and non-functional technical requirements through stakeholder interviews, workshops, and system analysis.

- Translated complex business processes into clear, actionable user stories and acceptance criteria, ensuring accurate understanding of business goals by the development team and driving user satisfaction.

- Extracted and analyzed data from IKEA's key business databases to uncover actionable insights, utilizing SQL and Python for data manipulation.

- Created visualizations, charts, and structured documentation to support strategic decision-making, contributing to knowledge sharing and demonstrating business value using Power BI & Excel advanced techniques.

- Recognized as Top Performer for delivering actionable insights and enabling GS1 GTIN integration into IKEA's Product Lifecycle Management system.

- Tailored IKEA product master data to GS1 GDSN data model, ensuring customer needs are met and contributing to continuous improvement initiatives.

Tata Consultancy Services (Consultant for **IKEA of Sweden AB**)                    Sweden & India · On-site & Offshore

Application Management & Support (SLA Lead, DevOps Engineer)                                      Apr '17 - May '23

- Designed and developed 40+ enterprise business applications using C#, .NET Core, Angular, PL/SQL, and PostgreSQL, enhancing system scalability and maintainability through continuous improvement and adherence to SDLC.

- Developed health monitoring dashboards using Splunk and AppDynamics, improving proactive issue detection and system reliability by 30%.

- Handled incident and problem management by resolving application issues, troubleshooting, conducting root cause analysis (3L5Y), and implementing preventive measures to ensure a stable production environment, showcasing strong analytical skills and problem-solving abilities.

- Automated recurring user requests by developing a Service Request Engine, reducing lead times and request inflow by 20%, resulting in annual cost savings of €100 thousand and enhancing employee development through streamlined processes.

- Implemented CI/CD pipelines in Azure DevOps and Jenkins, enabling faster and reliable feature deployment across multiple environments, demonstrating Devops practices and improving application support.

- Pro-actively identified and decommissioned 30 unused Windows and Database services, leveraging deep technical knowledge, resulting in an estimated cost savings of €1 million.

- Led the migration of IKEA's largest database system from Oracle 12c to 19c, coordinating with over 20 cross-functional teams and stakeholders. Oversaw all migration phases, impact analysis, scheduling, testing, and deployment ensuring on-time delivery with zero disruption to business operations, demonstrating leadership and teamwork.

- Received the Contextual Master Award for identifying a critical flaw in the application's recommended sale price logic. Designed and implemented an automation solution that prevented future occurrences and generated over €2 million in business savings.

## Education

Andhra University, Visakhapatnam, India                                                              Aug'16

Master of Computer Applications (**MCA**) | GPA: 8.2

## Certifications

- Certified Scrum Master
- Business Analysis Foundation.
- Generative AI Foundation Curriculum
- Digital: Cloud DevOps

## 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.

## Hobbies

- I enjoy playing badminton, cricket, table tennis, and disc golf. Staying active through sports helps me build discipline, enhance focus, and maintain a healthy work–life balance.