PRADEESHA SIVARAMAN

Business Analyst @ Capgemini America

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Summary

Previous	
Preferred	Senior business analyst
Location	South Windsor, CT, US
Desired Work Settings	No Preference
Willing to Relocate	No
Work Authorization(s):	Authorized to work in the United States on a full-time basis.
Employment Type	Full-time Contract - Independent Contract - W2 Contract to Hire - Independent Contract to Hire - W2
Total Experience	3 years
Education	Masters @ University of Madras
Profile Source	Dice
Profile Downloaded	Monday, December 9, 2024

PRADEESHA SIVARAMAN

Phone:

Email: _____

Summary

- A diligent result-oriented Business Analyst, holds about 9 years of experience facilitating business and technology on various high demanding projects across QSR, Health Insurance, Telecommunication domains.
- Senior Business analyst, mentoring teams at offshore and onshore, collaborating successful project deliveries.
- Responsible for maintaining requirements backlog, producing requirement documents, functional specifications, performing workflow analysis, act as liaison between the customer and the technical teams, and providing project management support.
- Expertized creating User Stories, Use Cases Narratives, UML diagrams, Data Flow diagrams, flowcharts, screen mockups, systems requirements specifications, and test plans.
- Experienced in Product backlog prioritization, evaluating dependencies, prioritizing Epics and features during PI planning.
- Certified Professional Scrum Master *(PSM1)* with extensive experience working with various Scrum teams. With clear understanding of SDLC capable to adapt with both Agile and Waterfall methodologies
- Experience in conducting Joint Application Development (JAD) sessions, requirement gathering sessions with subject matter experts (SMEs), business groups, senior management, and IT groups.
- Experienced in data mapping and functional design documentation by gathering requirements from business users / stakeholders.
- Collaborating with UX teams in designing Wireframes and providing values suggestion to include changes to align with business requirements.
- Extensively worked in various tools such as Azure DevOps, Postman, Figma, Jira, RRC, RTC, Clear case, MS Share point, MS CMS and Service Now.
- Effectively applied SQL skills for accessing and manipulating database systems such as Oracle and DB2.
- Performed Data Analysis and Data validation using PL/SQL, proficient with COBOL, JCL, CICS, VSAM.
- Excellent communication, interpersonal, management and objective decision-making skills with a strong focus of quality deliveries and meeting deadlines.
- Excellent documentation specification skills with systematic planning and attention to detail.
- Ability to work independently, takes initiative, and juggles multiple priorities in a deadline-driven environment.

Education:

- **Masters in Computer Applications, University of Madras (Chennai, India).**
- **Bachelors in Computer Science, University of Madras (Chennai, India).**

Certifications:

- **Professional Scrum Master (PSM1)**
- **Oracle Application Programmer – L1**

Technical Skills

Methodologies	Agile, Waterfall
Tools	Microsoft Azure DevOps, Browser Stack, Postman, Figma, Jira, RRC, RTC, Service Now, MS SharePoint, MS CMS, Clear case, Clear quest, MS Office Suite, MS Visio, MS Project, MS Outlook
Database	MS Access, SQL Server 2000, Oracle 9i & 10g, DB2
Operating System	Windows 10/8/7/Vista/ XP
ETL Tools	Tableau, Microsoft power BI

Employment History

Capgemini USA (2021-present)
Role: Lead Business Analyst (Subway)

- Lead BA, responsible for gathering and documenting digital marketing requirements for a major quick restaurant client.
- Requirement gathering, conducting grooming sessions, collaborating with development and QE teams to prioritize backlog items.
- Breaking digital marketing requirements into Epics, Features, product backlogs, maintaining backlog items in Azure DevOps.
- Guiding and mentoring team at offshore and onshore in creating, tracking and updating application setups.
- Collaborating with Scrum Masters and Project Managers in Spring backlog planning, project launch timelines.
- Working with QE and development teams in resolving any technical roadblocks.
- Driving discussions with client, SMEs and stakeholders on multiple levels and using data flow diagrams, using figmas to simplify the process flow for business understanding.
- Onboarding team members, developing process document, to help in passing down knowledge to the new talents joining the team.
- Demoing project deliverables, performing UAT and support during production check outs.

Infosys Limited (2020-2021)
Role: Senior Business Analyst (Health Insurance Corporation, HCSC of Illinois)

- Senior Business Analyst responsible for leading discussions between Business, compliance and technical teams in building a Provider portal to support a major compliance related project.
- Requirement gathering, conducting grooming sessions, working with Business in Product backlog prioritization.
- Interacting with UX teams in developing wireframes for the provider portal.
- Collaborating with Scrum Masters in Spring backlog planning.
- Working with Architects, development teams in resolving any technical roadblocks.
- Leading a team of Business analysts in onsite and offshore and ensure delivery of user stories and acceptance criteria on time to the scrum teams.
- Driving discussions with client, SMEs and stakeholders in multiple level and using data flow diagrams to simplify the process flow understanding.
- User story creation, tasks creation, sprint tracking using Jira.

Infosys Limited (2020)
Role: Business Analyst (Aetna Inc. a Subsidiary of CVS Pharmacy Inc.)

- Facilitated Joint Application Development (JAD) sessions with Business and project stakeholders, SMEs and application development teams to gather detailed business requirements

- Elicitate business requirements to technical teams as User stories and acceptance criteria in RRC
- Mapping data to create new report formats which involves data transaction details between external vendors
- Collaborated between technical, business and regulatory teams to ensure that requirements were being met, and worked with the team to resolve issues during the development and testing phase
- Documented and shared discussions after every meeting to keep the stakeholder updated on the project developments
- Creating tracking stories in RTC to ensure the successful project development to various incremented phases
- Reviewing and channeling all defects during testing and coordinating with technical teams to resolve all defects before project deployment
- Collaborating with business users, during user acceptance testing (UAT) and post production maintenance support once the product is delivered
- Receive and record sign offs from various stakeholders pre and post release of project delivery
- Conducted detailed quick sizing discussion involving business requestors, cross domain leads, application SMEs and project managers
- Laid out expanded business needs in to detailed document to help with the team for effective quick sizing
- Collaborating with different scrum teams by taking part in all Scrum ceremonies to align with Agile methodology

Infosys Limited (2018-2019)
Role: Technology Analyst (Aetna Inc. Subsidiary of CVS Pharmacy Inc.)

- Trouble-shooting production incidents requiring detailed analysis of issues in critical Claim applications
- Interact with business for production support issue resolution and ensure business expectations are met
- Using DB2 and SQL knowledge in critical report generation for business dashboard and resolving data integrity issues by performing business data analysis
- Provide support to the business during day-to-day activities and ad-hoc requests
- Maintain status reports for business stake holder review, monitoring risks and developing contingency plans when needed
- Creating requirement specifications, user stories and providing clarifications of business requirements to the development and testing teams for production break fixes service requests.
- Working closely with business to understand and help facilitate business need, requirement elicitation and discovery with solution
- Supporting critical applications in production by monitoring the outages and identifying issues within the application using the problem solving skills to minimize business impact
- With proficient knowledge in Mainframe technology carried out duties like preparing and scheduling JCL files or jobs for production data updates, monitoring batch jobs for any performance issues and provide fix recommendations to the development team
- Performing issue recreation and testing issues in various test environment to ensure accuracy to avoid incorrect resolution on production incidents
- Provide SME consultations to business teams to optimize technical and business processes

Verizon Data Services India Ltd (2009-2012)
Role: Business Analyst

- Demonstrating basic understanding of product features to map the requirement for business owners
- Designed presentation and conduct walkthroughs with entire team during complex scenarios
- Facilitated multiple sessions between management, business and technical teams to ensure that requirements were being met, and to resolve any issues during the development phase between business users and end users
- Gathered functional and non-functional requirements based on interactions with process owners & stakeholders.
- Applying advanced solution roll out methods in complex scenarios to ensure end to end configuration is deployed as per plan
- Created Use Cases to document alternate business scenarios and designed UML diagrams

- Involved in data analysis & mapping to track all data elements used in the application from the user interface through different interfaces to the target databases in which they are stored
- Worked extensively creating graphs, charts using Excel and workbooks, reports to analyze the data.
- Design and build SQL queries using business objects intelligence tools and facilitated in data extraction and reporting
- Hands on experience working in Oracle 10g to derive data for business requirement
- Collaborated with business in preparation of UAT test plan and perform high level testing
- Executing expert level test strategy using PLSQL queries and record the results
- Ensuring and facilitating quality assurance of all deliverables by partnering with test team

Professional Achievements

1. Recognized at enterprise level as **"Future Shaper"** during Employee recognition week at Capgemini America'2023.
2. Presented ideas for sustainability in QSR domain as a team work and one of the idea was selected for implementation in the following year.
3. Recognized for **"Collaboration by CVS Health Values in Action"** for overcoming challenges faced on financial data collection process and removing claim hold, by collaborating with Business and team from offshore.
4. Received "**On the Spot award"** for excellent performance in Business Operations Project (2010) in **Verizon Data Services**.
5. Promoted and moved up the organization ladder for exceptional project skills and management appreciation in short term.