

**Riteesh Ram Chenna Reddy**

**Senior Business Systems Analyst**

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# About Me

I am a seasoned Business Systems Analyst with a proven track record of **over 8+ years** in domains including **banking (risk assessment)**, **telecommunications**, and **pharmaceutical retail**. My expertise spans diverse software development methodologies, including **Agile (Scrum** and **SAFe** frameworks**)** and **Waterfall**, allowing me to excel in all stages of the development lifecycle. Recognized for my dedication and exceptional communication skills, I possess a deep understanding of these industries and their intricate workflows.

My primary objective is to **drive efficiency, enhance productivity,** and **optimize system performance** in alignment with organizational goals. With a commitment to delivering solutions that **bridge the gap** between **technological** and **business objectives**, I am a reliable leader and a team player when the situation demands. I bring a **customer-centric approach**, **strong analytical skills**, and a passion for **solving complex challenges** through effective written and oral **communication**.

# Professional Summary

* Proficient in utilizing Agile project management tools like **Jira, Rally and Azure DevOps** to document & visualize

**stories, tasks, test cases** and assess performance.

* Experienced in conducting **Joint Application Requirement/Development** (JAR/JAD) sessions, working closely with

**stakeholders**, **end-users**, and business partners to derive **functional, non-functional, and technical requirements.**

* Highly skilled in **orchestrating** requirement-gathering sessions through the application of **elicitation techniques**, like requirement **workshops, one-on-one interviews, surveys, focus groups,** and **document analysis**.
* Proven expertise in collaborating with **cross-functional teams** to effectively respond to Requests for Information (**RFI**), Requests for Quotation (**RFQ**), and Requests for Proposal (**RFP**), demonstrating a strong understanding of business requirements analysis and documentation.
* Excel in **change management**, responding promptly to **change requests** and ensuring a smooth transition.
* Proficient in performing I**mpact analysis, GAP analysis, Root Cause analysis,** and **Risk analysis** as integral components of my business analysis expertise.
* Skilled in generating detailed artifacts, encompassing Business Requirements Documents (**BRD**), Software Requirement Specifications (**SRS**), and Requirements Traceability Matrix (**RTM**).
* Successfully externalize **business rules**, facilitating flexible enforcement of system applications through integration with back-end systems and orchestration workflow design using **process flow** diagrams.
* Adept at creating **UML diagrams**, including **Use Case diagrams, Sequence** and **Activity flow diagrams, Data flow diagrams,** and **ER Diagrams using** tools like **Figma** and **Balsamiq**.
* Significant experience in crafting **wireframe** sketches, **mock-up screen**s, and prototypes utilizing **MS Visio**.
* Proficient understanding of testing practices, including **Smoke Testing, Unit Testing, Functional Testing, Regression Testing, Integration Testing**, and User Acceptance Testing (**UAT**).
* Actively engage in testing stages by facilitating various testing stages, including **Test Plans, Test Strategy, Test Scenarios, Test Cases, Test Execution** and **Test Logs.**
* Aided teams in **identifying** and **monitoring issues** related to product views, with a particular emphasis on their impact on the end-user experience.
* Proficient in **Microsoft Excel**, adept at **pivot tables**, **chart creation**, **conditional formatting**, and **data validation rules**.
* Proficient in **Relational Database Management Systems**, with expertise in mapping various elements from the applications’ UI or middle tier to databases.
* Adept at creating Source to Target Mapping (**STTM**) documents for **Data migration** and **ETL** processes to enhance data management and traceability
* Proficient in **SQL** querying and **ETL validation**, guaranteeing the accuracy and integrity of data within databases.
* Familiarity with advanced SQL concepts like Triggers and Stored Procedures
* Collaborated with the **reporting** team to design and establish report templates, utilizing various Business Intelligence **(BI) tools**, including **Tableau, MS Power BI** and **SAP Crystal Reports**. Familiarity with **Kibana** as well.
* Skilled in creating comprehensive **API documentation** using **Swagger**, and **API Mapping** records.
* Actively participated in **API testing** using **Postman**, ensuring the robustness and reliability of API implementations.
* Conscientiously fulfilled roles in **Scrum ceremonies**, including **Backlog Grooming, Sprint Planning, Sprint Review, Sprint Retrospective,** and **Daily Stand-Up** meetings maintaining agile workflow.
* Actively participate in **SAFe ceremonies,** including **PO Sync, Scrum of Scrum (SOS), Architectural Review, and Program Increment Planning,** ensuring a consistent **Agile Release Train (ART).**
* Effectively collaborate with **offshore and onshore teams** while managing project plans and schedules.
* **Collaborated** with the **Product Owner** to enhance the **Product Backlog**, crafting User Stories based on the **INVEST**

criteria and prioritizing them using the **WSJF** technique.

* Assisted in establishing and negotiating **Acceptance Criteria** for the Potentially Shippable Product Increment (**PSPI**), ensuring the Definition of Ready (**DoR**) before each sprint and the Definition of Done (**DoD**) during the Sprint Review.
* Provide technical assistance in integrating **AJAX** functionalities for dynamic UI pages and **client-side, server-side,** and

## database-side validations.

* Deep understanding of regulatory frameworks, including TRID, SOX, HPA, HMDA, ICFR and FISMA in banking, FCC, TCPA, GIS, and E911 regulations for Telecom.

# Certifications

* Scrum Master Accredited Certification (SMACTM) - International Scrum Institute

# Technical Skills

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| **Methodologies** | Agile - Scrum, SAFe, Waterfall |
| **Project Management Tools** | JIRA, Rally, Azure DevOps |
| **Databases** | Oracle 12c, MS SQL Server 2016, IBM DB2 |
| **BI Tools** | Tableau, MS Power BI, SAP Crystal Reports, XSL-FO |
| **Modelling Tools** | Balsamiq, MS Visio, Adobe XD, Figma, Lucid Chart |
| **ETL tools** | Informatica Power Center |
| **Documentation Tools** | MS Office Suite, Sharepoint, Confluence |
| **Testing Tools** | Postman, Swagger, SoapUI, HP ALM, Selenium |
| **Languages** | SQL, Python |

**Work Experience**

**Scope:** The project’s scope was to enhance the risk assessment system for loan applicants by implementing sophisticated features, including PEP screening, real-time monitoring of Key Risk Indicators,. The system ensures proactive risk management through credit behavior alerts, compliance checks, and insightful exposure analysis based on credit ratings. Featuring a dynamic dashboard with live interest rates and loss estimation capabilities, the project aims to enhance decision-making for financial institutions. By prioritizing transparency and efficiency, the system addresses legal and reputational concerns while optimizing overall risk exposure in the loan portfolio.

## Responsibilities:

* Facilitated **Workshops, Focus Groups**, and **Interview** sessions to identify requirements and uncover areas of improvement for existing systems enhancements and documented them for inter and intra-departmental review on Confluence.
* Conducted **JAD sessions** with Technical Leads, SMEs, Solution Architects and DBAs to understand the technical feasibility of the requirements.
* Conducted **Gap Analysis** and identified Risks to develop mitigation plans based on **ROAM matrix**, to validate business strategies.
* Developed **user stories** from gathered requirements, aligning them with the INVEST criteria and formulating acceptance criteria in Gherkin format.
* Applied structured techniques, including **Unified Modeling Language (UML) diagrams** such as **Activity Flow and Sequence diagrams**, for comprehensive requirements documentation.
* Employed wireframing tools such as **Balsamiq** to create **UI prototypes**, emphasizing feasibility and usability.
* Proficiently managed and documented Change Requests within an Agile environment, executing impact analysis and implementing changes following Agile Change Control Board (CCB) protocols
* Generated **Ad-hoc reports** using **Tableau Desktop** to deliver performance evaluations to the Product Owner for effective management of meeting business requirements.
* Key contributor in **Pre-PI** and **PI planning**, collaborating with **Agile Release Trains (ARTs)** and actively engaging with scrum teams in roadmap sessions to define PI Objectives and map project dependencies.
* Identified **Upstream and Downstream dependencies** that were beyond the project team's control and promptly escalated issues to dependent teams as needed.
* Explored **UDDI for WSDL, WADL for existing web services and REST APIs** to understand requests and responses for an existing service to employ in the project.
* Performed **API Mapping and Integration** to track the object elements in request/response with front end, backend, database and other service data points.
* Employed **Postman** to validate API Request and Response usage for CRUD operations, ensuring secure and real-time data sharing in appropriate formats like XML or JSON
* Tested the API’s by creating **Test Suites** with Stub data as well to validate numerous various assertions.
* Experience in assisting developers in **API documentation** using **Swagger** and creating end-user documentation for the API endpoints we are exposing.
* Designed Client-Side Validation, Server-Side Validation, and Database Validation mechanisms for various system functionalities.
* Skilled in identifying the data requirements, Preparing Data Flow Diagrams, Designing Schemas, Fact tables, and Performing **Data Analysis**
* Conducted **Data Mapping** and incorporated transformation rules to standardize data during the Extract Transform Load (**ETL**) process for Data Migration, utilizing **Informatica Power Center**.
* Assisted developers in structuring the data through **ETL** process by pulling the data from live database and loading it into

**data warehouse** as per the business requirement.

* Used **SQL** for versatile data analysis, employing functions like **GROUP BY, HAVING**, and **Aggregate functions** to reveal trends and support business decisions.
* Contributed to **CI/CD pipeline** to automate code integration for developers in different environments via **Jenkins**.
* Collaborated with the release manager and RTEs to meticulously prepare deployment tickets, including comprehensive release dates and detailed release notes.
* Initiated and managed **Change Management Tickets,** orchestrating seamless coordination with the **Configuration and Test Services (CTS)** team to contribute to CI/CD pipelines based on system functionality.
* Ensured system functionality through **Smoke testing** and validated business requirements in alignment with user stories and their acceptance criteria during **Functional testing.**
* Facilitated **User Acceptance Testing (UAT)** by creating and executing test plans, prioritizing, and validating test cases, and providing user guide manuals, ultimately gaining stakeholder signoffs.
* Maintained **RTM matrix** to track the defects and Conducted Defect Resolution **Triage Calls** to effectively troubleshoot defects and assisted in prioritizing them for prompt resolution.

**Scope:** This project focuses on developing an intuitive and centralized platform, the Unified Pharmacy Operations System ,

integrating pharmacy supplier management, formulary administration, pharmacy performance analytics, and other related processes. The aim is to enhance workflow efficiency for healthcare providers and pharmacists through a user-friendly interface, ultimately optimizing pharmacy operations and service delivery.

## Responsibilities:

* Collaborated closely with the **Stakeholders** to understand **business requirements** and dissect features effectively.
* Led **Joint Application Design and Development** (JAD) sessions with **tech leads and developers**, crafting various types of documentation and discussing **system architecture changes**.
* Ensured **user stories** adhered to **INVEST** criteria and meticulously defined **acceptance criteria** in Gherkin format.
* Played a central role in **spanning the user stories** over the sprints, **mapping dependencies,** and **delivering** crucial project milestones post-sprints.
* Assisted the development team in comprehending intricate **business workflows,** guaranteeing the delivery of high-quality

**Minimum Viable Products** (MVPs).

* Orchestrated **backlog grooming** sessions with the development team, **refining user stories** and defining dependencies to enhance project efficiency.
* Maintained close **collaboration** with developers and testers, aligning **functional and technical aspects** with business requirements.
* Managed the Requirements Traceability Matrix (**RTM**) and efficiently led **triage calls** for prompt issue resolution.
* Ensured the **consistent and timely completion** of **sprint backlog items**, earning **recognition** from senior management for meeting sprint deadlines.
* Leveraged **Jira** to monitor Key Performance Indicators (**KPIs**) and assess the team's performance in each sprint effectively.
* Efficiently managed **Change Requests**, implementing them in accordance with the Change Control Board (CCB) change management protocol.
* Demonstrated proficiency in **Microsoft Dynamics 365**, utilizing it for process metrics and identifying avenues for improvement.
* Contributed to the **orchestration** and **integration** of web services and APIs into the project's framework.
* Meticulously validated **API request and response payloads** during thorough API testing using **Postman**.
* Conducted **Data Mapping** to standardize data from **OLTP** to **OLAP** databases during the **Extract Transform Load (ETL)** process, leveraging **Informatica Power Centre**.
* Utilized **SQL queries** for precise **data extraction** and **validation** from the Sales Performance database (**IBM DB2**).
* Showcased a strong command of **BI tools**, including **Power BI**, skillfully leveraging them to create **process metrics** and identify avenues for future enhancements.
* Designed comprehensive **Test Plans and Test Cases** for various types of testing, collaborating with QA teams.
* Conducted User Acceptance Testing (**UAT**) during Sprint Review, ensuring a smooth transition into **deployment**.
* Empowered retail businesses with **data-driven decision-making**, leading to **improved pricing strategies** and **optimized customer allocatio**n to various marketing strategies, **enhancing profitability** and **customer satisfaction**.

**Scope:** This project aims to streamline telecommunications services by orchestrating address validation, serviceability checks, and terminal locations within specified ranges. Leveraging advanced technologies and network evaluation, we optimize the delivery of high-quality fibre and copper services, ensuring customer satisfaction and efficient network operations.

## Responsibilities:

* Conducted **Brainstorming sessions, JAD sessions,** and **workshops** with stakeholders to **gather, understand,** and **assess requirements.**
* Created **user stories** aligned with **INVEST** criteria and composed **acceptance criteria** in Gherkin format.
* Utilized structured techniques, including **UML diagrams**, to comprehensively document requirements.
* Coordinated with developers to perform **reverse engineering** and gain insights into the functionality of legacy systems.
* Utilized **wireframing** and **prototyping** tools like **Balsamiq** to design user-friendly, technically feasible **UI prototypes.**
* Conducted **Risk Management Analysis** and developed mitigation plans based on the **ROAM Matrix**.
* Efficiently managed and documented **Change Requests,** conducting **impact analysis** and implementing changes according to the **CCB change management protocol.**
* Developed templates for Canned and Ad-hoc reports using **Crystal Reports**, collaborating with the reporting team to provide progress reports to the product owner for effective management of business requirements.
* Collaborated with Agile Release Trains (**ARTs**) and Scrum Teams to identify **PI Objectives** and map project dependencies.
* Utilized KPIs integrated into tools like **JIRA** to proactively update the Product Owner on **team progress**.
* Collaborated closely with Release Train Engineers (**RTEs**) to develop and refine **release plans**, ensuring alignment with strategic objectives and comprehensive **release notes**.
* Tracked **project dependencies** outside of the project team's **control** and **escalated issues** as necessary.
* Conducted **API mapping** to define required **endpoints, web methods, JSON objects,** and **elements.**
* Utilized **API documentation** on **Swagger** to ensure clear communication of **API requests and responses**.
* Developed **Client-Side Validation, Server-Side Validation,** and **Database Validation** mechanisms for various system functionalities.
* Collaborated with the Data Modeling Team to identify **database schemas**, physical and logical **data models** for the project.
* Conducted **Data Mapping** to standardize data from **OLTP** to **OLAP** databases and data warehouses during the **ETL**

process using **Informatica Power Centre**.

* Designed and implemented **complex SQL queries** to validate **data retrieval** from **Amazon Redshift** and **processing**.
* Collaborated with the release manager to create **Change Management Tickets** with detailed **release notes** and **release dates** based on features**.**
* Performed initial **testing of REST APIs** using **Postman** collections to verify **API response messages** and **codes.**
* Collaborated with **DBAs** to leverage **data anonymization** and **masking techniques** to protect sensitive information during testing.
* Conducted **Smoke testing** to ensure system functionality and **Functional testing** to ensure business requirements are met.
* Developed and executed **Regression test suite**s to validate test cases during **regression testing.**
* Achieved substantial **operational efficiencies** by automating workflow processes, leading to **reduced turnaround times**, **increased productivity**, and **cost savings** for the organization.

**Scope:** The project aims to reform credit card payment processing by developing a comprehensive system with advanced features. Develop an interactive dashboard with real-time customer segments, filters, and alerts. Integrate heatmap for visualizing channel performance and usage patterns. Enhance the dashboard with a credit risk scoring interface for instant assessments. Implement a custom billing statement generator and a real-time configurator for rate adjustments. Enable customers to initiate limit changes with real-time approval and provide a visual calendar for payment scheduling.

## Responsibilities:

* Collaborated with a **Senior Business Analyst** to gather and **document requirements**, ensuring a comprehensive understanding of project objectives.
* Created **UML** diagrams, including **Use Case diagrams and Activity Flow diagrams**, using **LucidChart**, enhancing the visual representation of **project workflows**.
* Utilized **document analysis techniques** to review and comprehend the company's existing workflow and documentation and contribute to it based on requirements.
* Demonstrated **proficiency** in **BI tools** like **Power BI**, effectively utilizing it to **develop process metrics** and identify opportunities for future improvements.
* Maintained the company **dashboard**, actively **tracking change**s and collaborating with the reporting team to generate Canned and Ad-hoc reports.
* Developed and documented business requirements, aligning them with project objectives and ensuring **clarity in communication**.
* Conducted thorough **testing** of project **functionalities** to ensure compliance with defined requirements and specifications.
* Developed comprehensive **test plans and test cases**, aligning them with project objectives and functional requirements.
* Documented and **tracked test results**, **identified defect**s, and collaborated with the development team to **resolve issues**

promptly.

* Utilized testing tools and frameworks to **automate test cases**, streamlining the testing process and improving test coverage.

# Education

* Master of Science in Data science and analytics - University of Missouri,Columbia, **May 2019**