**Name: Shekar Reddy A white circle with green text

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**Role: Senior Business Analyst & Product Owner**

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**OBJECTIVE**

As a Technical Business Analyst and Product Owner with a proven track record of delivering strategic solutions at the intersection of retail, healthcare, and financial sectors. Adept at translating complex business needs into actionable requirements, driving process enhancements, and optimizing operations for maximum efficiency. Proficient in leveraging cutting-edge technologies to streamline workflows, enhance customer experiences, and ensure regulatory compliance. Recognized for bridging the gap between technical and non-technical stakeholders, fostering collaborative environments, and delivering innovative solutions that align with business objectives. Seeking to leverage this expertise to continue driving transformative initiatives and achieving exceptional outcomes in a dynamic and forward-thinking organization.

**SUMMARY**

* Experience in analyzing, creating, overseeing, and actualizing various stand - alone, client-server enterprise applications using Python, Django and planning the prerequisites to the frameworks.
* Self - motivated and self-starter who can work independently as well in a group environment.
* Deep understanding of Software Development Life Cycle (SDLC) including analysis, design, development, implementation, and testing in software methodologies like Agile, Waterfall.
* Versatile and quick learner with the ability to work independently and in a cross functional and collocated team.
* Worked with system parameters when working on API testing, worked on web services ranging from JSON, SAP BAPI web services and tested them using tools like SOAP UI, Postman, and Swagger to check API responses along with API Documentation.
* Worked with new clients to perform data mapping between systems to ensure a smooth transition during implementation.
* Led the end-to-end deployment of SailPoint's IAM platform in the retail environment, leveraging its robust features to enhance identity lifecycle management, access governance, and compliance tracking.
* Drove the implementation of CyberArk's Privileged Access Management solution, bolstering security across critical systems within the retail infrastructure. As client-side Empower SME , participated on Business/ Functional/Technical Requirements, Configuration, Business Process, Workflow, Integration.
* Overall accountability includes backlog readiness, strategic roadmap evolution, continuous integration, KPI’s, continuous deployment, customer insights & analytics, manage software development, product adoption, recommend/prioritize/concept new capabilities & features based on user behavior, develop customer programs that drive/test engagement/hypothesis with key features, and report on results to leadership.
* Develop solutions that meet business requirements by leveraging your knowledge of mainframe systems, Python programming, and Tableau. Collaborate with development teams to ensure the successful implementation of the proposed solutions.
* Experience in analyzing business and technical specifications developing use case diagrams, ER diagrams, data flow diagrams and process flow diagrams.
* Good knowledge of data modelling and data integration. Strong knowledge of SQL queries to extract data.
* Regularly update and improve the chatbot based on customer feedback and changing business needs.
* Conducting market research to understand customer needs, preferences, and trends related to OTC products. Analyzing market data to identify opportunities and threats.
* Clear understanding of User Acceptance Test (UAT). Expert in writing user manuals and end user training and conducting User Acceptance Testing (UAT) at various levels with Client teams and users.
* Excellent analytical skills for understanding and gathering the functional and non-functional requirements, business rules/processes and detailed design of the application, gathering use case models, analyzing ER Diagrams and data flow diagrams.
* Created Use Cases, Sequence diagrams, Activity diagrams using UML tools.
* Good knowledge about the Web Services, SOA, XML, HTML, SOAP, WSDL, Tableau , SWAGGER, REST API, JSON while working with middle tier AND Worked on Python Open stack API's.
* Used Python scripts to update content in the database and manipulate files.
* Stay updated with emerging trends and technologies related to mainframe, Python, and Tableau. Identify opportunities for process optimization, automation, and innovation within the organization.
* Assisted back-end teams in Data Mapping, Data Profiling and Data Modeling. Created Data Mapping Documents, supported in designing Conceptual and Logical Data Models.
* Good Experience in Healthcare Membership & Enrollment, Claims and Billing areas.
* Excellent ability to understand /extract the business Functional and Non-Functional requirements from customer with detailed documentation capabilities.
* Ability to transform the business requirements into implementable product level specifications/solutions along with Design and implementation of product as per the carrier’s needs.
* Acted as liaison between IT and Business in translating Business requirements to understandable IT systems requirements and Implementation.
* Experience in assisting with development, testing teams and offshore teams including during offshore work hours.

**TECHNICAL SKILLS**

* Cyber Security, Data Security, Identity & Access
* Identity Access Management (IAM)
* Languages: COBOL, PYTHON, JAVA, XML, SWAGGER, REST API, JSON, Tableau
* Scripting Languages: Unix Shell Script, JSON, Java Script, YAML
* Databases: DB2, IMS DB, MySQL, MongoDB
* Middleware: IBM MQ Series, CORBA, IDL
* Development Tools: CHNAGEMAN, ENDEVOR, EXPEDITOR, IBM DEBUGGER, FILE-AID DB2, FILE-AID IMS, QMF, SPUFI, DCLGEN, CA-7, OPC, IBM Utilities and TSO/ISPF utilities
* Web/Application Servers: Apache Tomcat4/5, IIS, Web Logic, and Web Sphere.
* Agile Management Tools: Version One, JIRA, Confluence
* DEVOPS Tools: GIT, GitHub, Jenkins, Ansible, Terraform, Docker, Kubernetes
* Testing Tools: Test Director, Rational Clear Quest, HP ALM, QTP/UFTWSDL, SOAPUI Tool
* Operating Systems: UNIX, Linux, Mac, Windows 2000/XP/NT

**CERTIFICATION EARN**

**Professional Scrum Product Owner™ II Certification -** <https://www.scrum.org/certificates/1006841> , <https://www.scrum.org/user/1309369>

**Understanding and Applying the Scrum Framework:** Empiricism, Scrum Values, Scrum Team, Events, Artifacts, Scaling

**Managing Products with Agility:** Forecasting & Release Planning, Product Vision, Product Value, Product Backlog Management, Business Strategy, Stakeholders & Customers

**Evolving the Agile Organization:** Organizational Design & Culture, Portfolio Planning, Evidence Based Management

**PROFESSIONAL EXPERIENCE**

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| **Ahold Delhaize, Chicago, IL Oct 2022 – Till Date** |
| **Role: Technical Product Owner** |

Ahold Delhaize is one of the world’s largest food retail groups, a leader in supermarkets, and e-commerce and a company at the forefront of sustainable retailing. I am working on a stand-alone application based on the HSC/CNC Picking application that is used to perform order picking off the grocery store floor in a Click and Collect (CNC) facility/Home grow.

**Project 1:** Home-grown applications from a Windows CE Device to an Android device.

Android picking CNC application has a feature that allows users at facilities to select items and add them to their cart, I will test the functionality of this feature to ensure that it works as expected and need to conduct regression testing to ensure that any changes made to the application do not break this feature. Additionally, I will conduct performance testing to ensure that the application can handle the expected load during peak shopping periods and ensure that the application is of high quality, meets client expectations, and functions as expected.

**Platform:** Web Application (Vue JS, JavaScript), Android (Honeywell Dolphin 70e / TC52Android) – Internal Use for Store’s and warehouse’s (Giant, Shop and Stop, Food Lions, Hanford)

**Project Goals:**

* Improved the overall user experience of the Click and Collect Android picking application, making it more user-friendly, efficient, and intuitive for users at facilities.
* Streamline the order picking process by implementing features that help users quickly and accurately select items and add them to their cart, reducing errors and increasing operational efficiency.
* Develop functionalities to provide real-time inventory information, ensuring that users have accurate stock availability information while selecting items.
* Managing the CMC component for creation of highly personalized customer journeys for marketing messages and product recommendations based on individual customer behavior and preferences, enhancing the overall shopping experience.
* Developed real time messaging about the product with customers, sending personalized messages, offers, and notifications as customers browse the website and mobile app.
* Implemented search engine SEO to conduct keyword research to identify the most relevant and high-traffic keywords in the order browser for our customer facing application. This information can inform content strategies, product descriptions, and marketing campaigns and created dashboards and reports to track SEO performance and KPIs (Key Performance Indicators).
* Implement analytics and reporting capabilities to gather data on user behavior and application performance, enabling data-driven decision-making to identify areas for improvement.
* Stay updated with emerging trends and technologies related to mainframe, Python, and Tableau. Identify opportunities for process optimization, automation, and innovation within the organization

**Roles and Responsibilities:**

* Collaborate with stakeholders, including product managers, developers, and users, to gather and understand business and technical requirements for the application.
* Translate business requirements into detailed functional specifications, wireframes, and user stories for development teams to implement.
* Work with the product team to prioritize features and enhancements based on business value and user impact.
* Implement chatbots on your website and mobile apps to provide customers with instant support for common inquiries, such as store hours, product availability, and promotions.
* Allow users to check the status of their orders or reservations through the chatbot.
* Spearheaded the seamless integration of multi-faceted identity management technologies on, cloud AWS IAM, and Azure AD – to optimize access control in the retail environment and assisted dev and QA team member with prioritization of defects and helped for the resolution.
* Utilize your technical knowledge to bridge the gap between business and development teams, ensuring a clear understanding of requirements and technical feasibility.
* Collaborate with UX designers to improve the user interface and interaction design, enhancing the overall user experience of the application and used share Point’s capabilities in document management, collaboration, and workflow automation
* Collaborating with stakeholders, including marketing, sales, regulatory, and development teams, to gather and document requirements for OTC products. This involves translating business needs into clear and actionable product requirements.
* I am well-versed in using RESTful service, Postman, Swagger to create clear and comprehensive API documentation that facilitates collaboration between developers, testers, and other stakeholders.
* My experience with Datadog has given me the ability to monitor and analyze API performance metrics, track errors and exceptions, and quickly identify and resolve issues.
* Written and executed SQL queries and Joins, Group By clause, having clause etc. to validate the data. Knowledge of SQL and database testing. Created Test Data for QA and UAT.
* Strong knowledge of software testing methodologies and best practices.
* Using Appium for automating mobile application testing on Android and iOS devices. And selenium for web and mobile application testing that supports Android and iOS platforms.
* Knowledge of test case management and bug tracking tools.
* Act as a liaison between business stakeholders and development teams, facilitating effective communication and ensuring alignment on project goals and priorities.
* Collaborate with testing teams to define test cases, validate functionality, and ensure that the application meets quality standards.
* Assist in change management activities, including user training and documentation, to ensure a smooth transition when new features are introduced.
* Monitor project progress, track milestones, and provide regular status updates to stakeholders, highlighting any risks or issues.
* Proactively identify opportunities for process improvement, efficiency gains, and innovative solutions to enhance the application's functionality and performance.
* Involved in defect review meetings, weekly status meetings and walkthroughs and interacted with Business Analysts and Developers for resolving Defects.

**Project 2** -IOS App & Android App: Customer facing and staff app to help customer to notified when order get ready, and any substitution required during the order pick. This application should be easy to navigate and use, with clear and concise instructions for placing an order and selecting a pickup location. Customers should be able to track the status of their order and receive notifications when it is ready for pickup. Real-time updates to drivers receive real-time updates on new orders, as well as any changes to existing orders or pickup locations.

**Project Goals:**

* Develop and implement features in the customer-facing apps that enable timely notifications for order readiness and inform customers about any necessary substitutions, thereby improving their overall shopping experience.
* Collaborate with cross-functional teams to design and integrate efficient processes for order picking and substitution management, reducing errors and ensuring accurate order deliveries.
* Ensure a consistent user experience across both iOS and Android platforms, leveraging best practices for design, performance, and usability.
* Implement analytics and reporting functionalities to gather insights on customer behavior, app usage, and order patterns, allowing for data-driven decision-making.
* Architect solutions that can handle increasing user loads and ensure the apps' reliability during peak usage times.

**Responsibilities:**

* Collaborated with data scientists to integrate behavioral analytics, enabling the apps to dynamically adapt notification timings, resulting in a 20% increase in customer engagement during peak hours.
* Spearheaded the expansion of the app's API ecosystem to integrate with third-party inventory systems, improving accuracy in substitution recommendations and reducing substitution-related customer inquiries by 30%.
* Experience in WordPress and Drupal excel in tailoring content management solutions to design and implement customized CMS solutions match the unique requirements.
* Advocated for and championed accessibility features, leading to the implementation of screen reader compatibility and voice-command navigation, ensuring the apps are usable by a wider range of customers.
* Introduced an in-app chatbot to provide real-time assistance to customers regarding order updates and substitutions, reducing customer support calls by 25% and enhancing the self-service experience.
* Worked with mobile application testing in iOS devices using APNS workflow and in Android devices using GCM workflow.
* Used APM tools which provide deep visibility into the Capturing screens, rest calls, database queries, and external dependencies, enabling engineers and IT operations teams to quickly identify the root cause of performance issues and make the necessary fixes which improved app and web service reliability.
* Worked on Mobile Apps and Document Management, which manages the Apps and Docs that can be accessed with control in a device.
* Devised and executed an A/B testing strategy to analyze the impact of different notification formats, resulting in a 15% increase in customers opting for early pickup notifications.
* Implemented an automated regression testing suite, ensuring new feature deployments do not adversely affect existing functionalities, saving an average of 20 hours in testing efforts per release cycle.
* Coordinated efforts to ensure seamless synchronization of data between iOS and Android platforms, mitigating data inconsistencies and enhancing user trust in the app's accuracy.
* Designed a performance analytics dashboard for internal stakeholders, enabling them to track key metrics related to order readiness notifications and substitution patterns, facilitating data-driven decisions.
* Proficient in conducting workshops and interviews to gather comprehensive and accurate functional and non-functional requirements.
* Evaluated user flows, wireframes, and prototypes to ensure a seamless and intuitive user experience in both iOS and Android apps.
* Expertise in Agile methodologies, including Scrum, and Kanban, with experience in sprint planning, backlog grooming, and iterative development.
* Effectively communicated with stakeholders at various levels, ensuring alignment on project goals, priorities, and progress.
* Applied analytical thinking to troubleshoot issues, identify root causes, and propose solutions to improve app performance and user experience.
* Developed change management strategies and communication plans to facilitate smooth transitions during feature rollouts.
* Proficiently documented specifications, user stories, and process flows, ensuring clarity and consistency across the development team.

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| **Bupa: British United Provident Association London, UK FEB 2020 – September 2022**  **GEO BLUE, King of Prussia, PA USA** |
| **Role: Business Analyst** |

**Project:** The British United Provident Association (Bupa) is a private healthcare company based in the UK that provides health insurance, healthcare services, and medical facilities to individuals and companies. As a Quality Engineer at Bupa, you would be responsible for ensuring that the healthcare IT systems developed by the company meet high standards of quality and reliability.

**Project Goals:**

* Streamline the claims processing workflow to reduce turnaround time, minimize errors, and enhance customer satisfaction.
* Develop advanced data analytics capabilities to identify healthcare trends, optimize service offerings, and improve decision-making for both internal teams and customers.
* Enhance the digital experience for customers through personalized portals, self-service features, and mobile applications, ultimately improving engagement and loyalty.
* Implement systems to integrate various healthcare services, enabling seamless collaboration among medical practitioners, insurance professionals, and customers.
* Utilize advanced AI and machine learning techniques to detect and prevent fraudulent activities within claims and policy applications.
* Working with external partners and vendors to ensure that Bupa's IT systems and services are fully compliant with relevant industry standards and regulations.
* Conducting audits and reviews of Bupa's IT systems and services to identify areas for improvement and opportunities to optimize performance.

**Responsibilities:**

* Collaborate with healthcare practitioners, insurance experts, and IT teams to optimize healthcare processes, ensuring efficient patient care and accurate claims processing. Leverage Lean Six Sigma methodologies to identify waste and streamline workflows.
* Develop innovative solutions for personalized patient care, leveraging technologies like wearable devices and remote monitoring to enhance the healthcare experience and empower patients to take control of their health.
* Implement robust data governance practices to ensure compliance with healthcare data regulations (such as GDPR and HIPAA), safeguard patient information, and maintain data integrity across systems.
* Work closely with medical professionals and IT teams to integrate clinical systems with insurance processes, enabling seamless information exchange between patient records and claims data.
* Collaborate with the Provider Relations team to expand and maintain a robust network of healthcare service providers, ensuring policyholders have access to a diverse range of medical facilities.
* Lead initiatives to implement telehealth services, enabling virtual consultations and remote healthcare access for policyholders, especially during emergencies or when physical visits are challenging.
* Explore innovative methods of claims assessment, such as image recognition and natural language processing, to enhance accuracy and speed in processing claims.
* Contribute to the development and execution of Bupa's digital health strategy, aligning technology initiatives with the company's overall mission and vision.
* Followed Agile/Scrum Methodologies for all of the project activities. In Agile environment, attended daily stand-up meetings, reviewed user stories. Filed and tracked the defects using Jira.
* Analyzed the Business Requirements Document, created the detailed test design for new Functionality.
* For issue tracking, project management, and collaboration among cross-functional teams.
* To create and share project documentation, requirements, and meeting notes.
* For data visualization and analytics to support informed decision-making.
* Utilized for data analysis, statistical modeling, and potentially AI/ML implementations.
* To manage and query large datasets for reporting and analysis purposes.
* Such as Visio or Lucid chart for visual representation of workflows and processes.
* To ensure the security and privacy of sensitive healthcare data.

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| **On job Group Bangalore, INDIA May 2014– September 2019** |
| **Role: BA/Test Engineer** |

**Project:** As a Business quality Analyst, responsible for software quality assurance Understand financial metrics such as net present value (NPV), internal rate of return (IRR), and payback period. This helps evaluate the financial impact of quality-related decisions and understand the financial implications of the project.

**Responsibilities:**

* Understanding risk management is an essential aspect of financial projects, and as a quality engineer. This includes identifying, assessing, and mitigating risks that could impact the financial outcome of the project.
* Attending financial training or workshops on financial concepts or working with a financial analyst to learn more about financial principles and their application to your project.
* Work closely with financial experts in your organization to gain insights into financial matters and how they relate to quality.
* Responsible for manual testing and test automation of web-based applications and in-house digital software using Selenium IDE.
* Took a leading role in both static testing of functional requirements and business specifications of the projects as well as performed dynamic smoke, functional and regression testing.
* Created, designed, and executed test plans, test scenarios, test cases and test reports.
* Performed smoke, functional and regression testing on QA, SIT, UAT and PROD environments.
* Provided weekly status report to project manager and team lead, worked closely with BA and development teams.
* Parlayed previous design experience in the development of UI Design of application using Java, MS SQL Server, and Dreamweaver.
* Utilized Jira as defect tracking tool on the project.
* Worked directly with cross-department management members to educate, train, and aid in integration and roll out of applications.
* Tested applications compatibility on different browser versions (IE, Firefox, Safari, and Chrome) across multiple platforms (Windows, Linux, Mac OS)
* Utilized HP Quality Center (HP QC) as a bug tracking system.
* Engaged in testing of project related specifications and requirements for completeness and correctness during early phases of SDLC.

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| **Internship at BPP University** | **London** | **UK – January 2020** |

Master internship as a quality engineer at BPP University!

* As a Business Analyst, good understanding of the quality standards in the industry and
* understand the BPP University and its quality management system. Understand the key processes, procedures, and metrics used to measure and improve quality.
* Worked closely with colleagues to identify quality issues, develop solutions, and implement improvements. Share your knowledge and expertise with others and be open to learning from them as well.
* Used statistical analysis, process control charts, and other tools to analyze data and make informed decisions about quality.

**EDUCATION:**

Masters in project management and technology from BPP University, London UK.

Bachelor of Science in Electronic and communication Engineer from JNTUH , Hyderabad, INDIA