# Dheeraj Reddy Reghatte Business Analyst/Scrum Master

**Organized, accomplished, Senior IT Business Analyst/Data Analyst. With 11 years of experience in managing large software development projects as Business analyst that meet demanding time constraints. Promoted to positions of increased authority and responsibility for providing effective leadership in fast- paced, dead-line driven environments, with outstanding oral and written presentational and communicational skills. Skilled at working with clients and management to prioritize activities and achieve defined project objectives.**

# Key Skills:

* **Project/Product Management Business Process Mapping and Re-engineering**
* **Product Backlog Grooming Root Cause Analysis, Data Analysis and Gap Analysis**
* **Agile and Growth Mindset Worked in global delivery model**
* **Leading and Facilitating Change Managing stakeholder engagement**
* **Data migration and Data Manipulation Documentation and Reporting**
* **Prioritizing/Multitasking Conducted User Acceptance Testing**
* **Streamlining/Effort estimation Project Presales and Proposal creation**

# Project: ADT, Fl Oct 2022- Present

**Role: Sr . Business Analyst / Scrum Master**

**Responsibilities:**

* Scrum Master with extensive experience in Agile Methodology, Scrum processes, Sprint Planning, Story based Development and Project Management
* Experience in Software Development Life Cycle SDLC including Agile, RUP and Waterfall through implementation and testing.
* Worked on Snowflake projects for automated Data Migration to corelate CRM models for analysis.
* Provides explanation of weekly budget changes to Media Managers
* Developed Python and PySpark programs for data analysis.
* Define virtual warehouse seizing for snowflake for different types of work load.
* Worked with Hadoop infrastructure to storage data in HDFS storage and use HIVE SQL to migrate underlyingSQL codebase in Azure.
* Ingest and Prep business ready data by building ELT/ETL data pipelines using Azure Data Factory, Dataintegration, Azure Databricks (Spark, Scala, Python) into Azure SQL Data Warehouse.
* Designed and Developed data flows (streaming sources) using Azure Databricks features available.
* Develop Informatica mappings to be implemented based on client requirements and for the analytics team.
* Hands on experience using Azure Data Factory (ADF) to perform data ingestion into Azure Data Lake Storage(ADLS).
* Researched competing brands and their marketing approach, customer base, and pricing strategy.
* Researched market conditions and identified trends likely to affect customers’ spending habits.
* Developed customer questionnaire to identify needs and define existing customer base.
* Worked with sales team on promotional campaigns and marketing approaches.
* Worked with production department to identify costs and ensure maximally effective pricing.
* Perform mathematical analysis on quantifiable factors.
* Coordinate with other departments to plan and implement promotions, new products, and updates.
* Prepare market forecast reports focused on conditions that are likely to affect pricing and sales of products.
* Work with marketing department to design customer surveys and other methods of gathering information on consumer habits and needs.
* Identify and solve problems with current pricing schemes.
* Strong knowledge of media performance measurement, insights, and optimization across online and offline channels
* Knowledge of traditional media and understands how and why they are utilized in developing strategic campaigns. Knowledge of digital media is plus.
* Knowledge of marketing and the media sufficient to develop media plans for the promotion of films.
* Optimized Hive queries to extract the customer information from HDFS.
* Used python scripts to update content in the database and manipulate files.
* Built Azure Data Warehouse Table Data sets for Power BI Reports.
* Experience in keeping team motivated and on track to achieve sprint goals, resolving bottle neck issues and publishing impediments to product owner stakeholder
* Assist in defining targeted sales segments based on key performance factors and other characteristics
* Perform other duties as assigned
* Graphic design UI/UX to ensure the usability of the site and change management to assist in the analysis outreach I the adoption of the data management.
* Created Dashboards in Power BI Desktop and Power BI Service using latest data visualization features.
* Involved in publishing Power BI Desktop reports to the Power BI Service
* Made and interface between Power BI with data sources and Interactive data visualization using Tableau.
* Measure the effectiveness of solutions in a quantitative manner using numbers from within the network and external sources
* the candidate to have a statistical bent of mind with exposure to concepts such as correlation, regressions and so on
* Perform secondary research using published data by trade associations, magazine articles, and research reports
* Review on Code, test, implement, and document technical solutions using JDE E1 9.2 and XE toolset
* Worked on Data Integration and migration using languages like Python, JAVA, Ruby.
* Facilitating daily scrum meetings, enforcing timeboxes and responding to the impediments, tracking baseline, sprintplanning and sprint retrospective
* Experience in JDE ERP Business application modeling.
* Championed the cause for continuous design and refactoring to minimize code duplicity, complex logic, poor named identifiers etc.
* Ensuring Product backlog is of manageable size, preparing Product Release Burndown charts
* Provide visibility to team impediments/risks and help eliminate them.
* Helping team in self-management by creating artifacts like team task board, sprint Burndown chart, impediments list etc.
* Facilitating Mid Sprint checkup to re review the acceptance criteria of committed Product backlog items.
* Working with Product owner On Artifacts like Product Backlog, Sprint Backlog, Sprint Burndown, Release Burndown
* Experience in Coordinating and managing code release by working in tandem with other teams.
* Experience in Coordinating Utilize strong writing, editing, and communication skills to analyze and present complex information.
* Proficient in design and implementation of distributed applications using Java/J2EE components and frameworkssuch as Struts, JSF, IBM Rational Jazz, JSP, Servlets, Tag Libs, JDBC,
* Experience on application integration using IBM MQ series, SOAP, Rest web services.
* Key communication link to the stores and Distribution Center. Return store calls within 24 hours and communicate weekly with the Distribution Center regarding flow of allocations
* Work closely with Assistant Buyer on future delivery information to plan all future distributions
* Strategize and execute New Store Assortment Sheets at style and color level; review with Planner and Buyer
* Analyze sales/inventory relationship in order to make store consolidation recommendations in preparation for promotional events and/or for ad hoc requests; partner with Store Operations team to execute
* Provide ad-hoc analysis and reporting related to store inventory levels and sales performance
* Analyze sales/inventory relationship for core programs and make re-order recommendations on a monthly/quarterly basis through the maintenance of Key Item Planner tool.
* Experience in designing applications using UML Diagrams like Class Diagram, Component Diagram, Sequence Diagrams, and Deployment Diagram using Rationale software architect.
* Expertise in Documenting maintaining project files Project scope, Business case, Resource planning Scheduling, Risk register, Issue register, Change control register, Progress reports.
* Experience with XML, XSLT, Microsoft structures scripts, Java Script, HTML, and CSS.
* Worked on AWS services gathering document business requirements related to AWS services and solutions. Then, analyses the data to identify trends, patterns, and insights that can inform AWS related solutions.
* Involved in monitoring and analyzing AWS cost and usage data to optimize spending and resource allocation by collaborating with technical teams to design AWS- based solutions that meet business needs.
* Created and maintained documentation for AWS architectures, policies and procedures. And also communicated with stake holders to gather AWS solutions. Identified potential risks and challenges associated with AWS implementations and propose mitigation strategies.
* Monitored the performance of AWS services and applications making adjustments as needed to optimize performance. And also generated reports and dashboards to track key performance indicators related to AWS service and their impact on the business.
* AlipBusiness Analysts play a crucial role in understanding and analyzing business processes within the context of the Alip(Accenture Life Insurance Platform) system. They gather, document, and analyze business requirements, ensuring alignment with Alip functionalities and capabilities.
* Effective communication skills are essential for collaborating with stakeholders, including business users, developers, and project managers, to ensure a clear understanding of requirements and project goals.
* Business Analysts in the Alip domain often engage in data analysis to identify trends, patterns, and insights that can inform decision-making and improve system performance.
* They may be involved in configuring the Alip system to meet specific business needs, ensuring optimal utilization of the platform's features. Business Analysts collaborate with QA teams to define test cases, validate system changes, and ensure the smooth integration of new features or enhancements.
* Maintaining detailed documentation, such as functional specifications and process flows, is a key responsibility to ensure transparency and knowledge transfer within the team. Addressing and resolving issues that arise during the implementation or usage of Alip, troubleshooting problems, and proposing solutions to enhance system functionality.
* Analyzing and understanding business processes related to HR and finance.
* Collaborating with stakeholders to gather and document business requirements.
* Configuring and customizing Workday solutions to meet organizational needs.
* Conducting system testing and supporting user acceptance testing (UAT).
* Strong analytical and problem-solving skills.
* In-depth knowledge of Workday modules and functionality.
* Excellent communication and stakeholder management skills.
* Ability to translate business requirements into technical specifications.

# Project: Accenture, NY Sep 2018 – Sep 2022

**Role: Sr. Business Analyst/Scrum Master**

**Responsibilities:**

* Facilitated and contributed to Agile Ceremonies including Daily stand-ups, Demos, Retrospectives, Sprint planning, and Product backlog refinement.
* Hands on experience on E2E testing of OSS/BSS Systems
* Knowledge of OSS Fulfillment architecture/solutions/processes. Focus on Service and Network Inventory and Service Provisioning
* Worked extensively in Snowflakes, AWS,SQL, Snowsql in Data migration schema using Python from SQL Servers for Customer relation analysis
* Worked on SIM management provisions using Machine to Machine connections using GSMA SIM.
* Worked on root certification for the users for using remote SIM by PK infrastructure providers.
* Delivered Assessment and Roadmap through rapid Sprint cycles. Worked with the product owners and head of delivery to report on teams and progress.
* Led workshops with business stakeholders and development teams. Took responsibility for the team’s adoption and
* practice of Agile.
* Advanced technical knowledge of OSS and IT Infrastructure environments and a good understanding of OSS and datacenters technologies and environments.
* Good Knowledge in JDE API’s,Custom UBE’s.
* Experience in working with OMB,OVR,BI Publishing and Batch Scheduling tools application reporting.
* Led Developed customer-facing and internal technical documentation (technical product sheets, statements of work, managed services contracts, internal policies and procedures, forms, reports, process flow charts, customer success stories, marketing copy, and presentations)
* Building of the Storage Integrations for the Snowflake. (AWS, GCP,AZURE). Building of the Data Cloud.
* Designed and developed cubes using SQL Server Analysis Services (SSAS) using Microsoft Visual Studio.
* Performed performance tuning of OLTP and Data warehouse environments using SQL.
* Developed Staging jobs where in using data from different sources.
* Have experience on HBase, Hive 2.3, Sqoop 1.4, SDLC, OLTP, SSAS, SQL, Red Shift,Oracle 12c, PL/SQL, ETL, Data Integration,AWS, Sqoop, Flume
* Take complete ownership of the business deliverables including any customizations and enhancements in the Sales CRM/CPQ areas. Reduce cycle time and improve through put and delivery of the IT development team
* Participate, influence and drive cross-functional projects that impact the Sales CRM/CPQ processes
* Drive continuous process improvements and operational efficiencies across Q2C, primarily in CRM and CPQ area. Also, drive Sales and Sales Operations initiatives in an effort to make the systems and processes more reliable, predictable and efficient
* Led Created all forms of technical documentation including patents, wireframes and markups, white papers, end-user guides, presentations, online training, and wiki pages.
* Worked with other Scrum masters to maximize and standardize the effectiveness of all teams. If required, has
* put on traditional project management hat to control project schedule, scope, budget, and quality.
* Good understanding of Value of commitments to delivery made by a development team; Incremental delivery andthe value of metrics; Backlog tracking, burn-down metrics, velocity, and task definition.
* Led the resource planning effort and worked with Third Party Vendors (TPVs) for specialized services required for the project. Identified potential cross-pillar dependencies, risks, and solutions for mitigation approaches.
* Extensively gathered requirements from all users, experts, and key personnel to understand the functional requirements.
* Led both internal peer review and external reviews of User stories and in the process clarifying the finerdetails of the requirements.
* Partner with the Sales, Operations, CRM, Quote to Cash (Q2C) global business owners to address process improvement and drive efficiency
* Subject Matter Expert (SME) on data sources utilized for reporting
* Gather and create Business Requirements for reporting requests
* Develop automated reports and dashboards from multiple data sources supporting executive and divisional reporting need
* Developed and implemented SharePoint plan for organization-wide collaborative document sharing
* Performed Data Analysis and Data Validation by writing complex SQL queries using TOAD against the ORACLE database.
* Performed Proficiency with Microsoft Office (Excel, Outlook, PowerPoint, and Word), Microsoft Lync, Microsoft Teams, and Microsoft Visio.
* Actively participating in continuous improvement initiatives, suggesting enhancements to existing processes, and staying updated on industry best practices and Alip updates.
* Providing training and support to end-users to ensure they can effectively utilize Alip features and functionalities.
* Created Data Pump to analyze and recover data from TFS into SQL.
* Collaborating with cross-functional teams, including developers, architects, and project managers, to deliver high-quality solutions on time and within scope.
* Maintaining Data quality of MDM Hub. Set-up Data Governance rules.
* Used Ticket tracking tool JIRA for Created Work flows and identifying Issues and created Dash Boards.
* Providing ongoing support and troubleshooting for Workday applications.
* Keeping abreast of Workday updates and ensuring system compliance.
* Training end-users on Workday functionality and best practices.
* Collaborating with IT teams for integration with other systems.
* Familiarity with HR and finance processes and compliance.
* Proficiency in data analysis and reporting within Workday.
* Project management skills for successful implementations.
* Continuous learning to stay updated on Workday features and industry trends.

**Environment: OO Modeling, Web Sphere, Informatica Siperian MDM, Rapid SQL, IBM Rational Jazz, Rational Requisite Pro, Rational Rose, OSS,DOORS, Rational SODA, RUP, UML, Load Runner, MS Project, MS Visio, Java, MS Office, Windows XP, JIRA.**

# Project: Infogain, CA February 2015 – August 2018 Role: Business Analyst/Scrum Master

**Project: Internet Prepaid & TV Prepaid**

The project mainly deals with providing prepaid services for both Internet and TV only in specific areas in North America. The enrolling process does not require any validation on the Credit Check and has no Annual Contract and no Monthly Bill. There are different options available for the users to pick the starter kits for Internet Prepaid and TV Prepaid services with different refill options. Acted as a Scrum Master for 3 teams. Acted as a liaison to assist the team in managing dependencies between the team and third parties, release managers, or between the team and other agile team. Worked to align strategy, methodology and execution.

**Responsibilities**:

* Facilitated ceremonies. Conducted Daily stand-up, iteration planning, Review and Retrospective meetings.
* Made sure that all the team members attend the meetings. Been a change agent and foster a learn by doing environment.
* Worked with Agile Delivery Lead (ADL), Product Managers and other Scrum Masters to drive the definition and
* refinement of the program and team backlogs, and continuous improvement for the Release.
* Coached and mentored the scrum teams to ensure Client delivery methodology values. Acted as a servant leader for development team(s) and ensured clear communication and organization of all team objectives.
* In-depth knowledge of. Snowflake Database, Schema and Table structures.
* Wrote reports using Tableau Desktop to extract data for analysis using filters based on the business use case.
* Created Interactive reporting dashboards by combining multiple views in Tableau Dashboard.
* Developed Star and Snowflake schemas based dimensional model to develop the data warehouse.
* Used forward engineering to create a Physical Data Model with DDL that best suits the requirements from theLogical Data Model.
* Responsible for migrating the data and data models from SQL server environment to Oracle environment.
* Facilitated development, testing and maintenance of quality guidelines and procedures along with necessarydocumentation.
* Generate documentation plans for products and systems and business proposals for business cases and feasibility studies. Design, write, and edit technical documents and articles
* Escalated to leadership where needed and where possible remove impediments for the team(s).
* Maintained and shared metrics that provide visibility to stakeholders on team-level progress and quality.
* Have experience with telecommunication testing systems OSS BSS
* Provided estimation of MS Dynamics CRM implementation, Performance Tuning and implementing of industry standard best practices in MS CRM.
* Research, write, and revise documents and flowcharts for new and ongoing projects.
* Maintained Responsible for planning, writing, and editing operational, instructional, maintenance, and test procedures for
* Integrated JIRA with Balsamiq to create UI mock up and to interact with the developers.
* Prepared Test Plans for Unit Test and System Integrated Testing of Informatica Session and Workflows.
* Involved in all the phases of the SDLC requirement gathering, design, development, Unit testing, UAT, Production roll
* -out, enhancements and Production support.
* Interacted with business representatives to understand the requirements and determined the best approach fortimelydelivery of information. Generated and shared periodic status reports, and presentations to the project teams.
* Reviewed Data Model and validated its feasibility to physical implementation.
* Assisted the Product Owner in compiling and prioritizing the Product Backlog on JIRA using prioritization technique MOSCOW.
* Used HTML format coding to create the UI Mockup and interacted with the data analyst as per requirements.
* Coordinated with the QA team in various testing phases by resolving the defects and ensuring smooth execution of Test Plans.
* Created deployment documents and migrated the code to the production environment.

**Environment: Informatica Power Center 9.1/8.6, UNIX, Oracle 11g, SQL, PL/SQL, SQL Developer, Metadata Manager, Oracle Designer, OSS,BSS ,MS Visio, JIRA, ERWIN, IBM Mainframe, Toad, Tableau.**

# Project:HSBC Sep 2011– Dec 2014

**Role: Business Analyst/QA** **Description:**

# Responsibilities:

* Facilitated and attended Joint Application Design (JAD), interviews, workshops and requirement elicitation sessions with end- users, clients and stakeholders.
* Created Business Requirement Document by utilizing Requisite Pro, complying with the HIPAA regulations.
* Developed Use Case Diagrams, using ERD depicted clear relations associated with the entities.
* Profound understanding of insurance policies like HMO and PPO and Proven Experience with HIPPA 4010 EDI transaction codes and the new 5010 formats.
* Experienced in document creation and management/knowledge base tools: Microsoft Office/Office 365 (Word, PowerPoint, Excel), Google Suite, MS Teams, MS SharePoint.

Prepared Work Breakdown Structures (WBS) to comply with the triple constraint of time, cost and scope.

* Conducted Lean Analysis throughout the project and conveyed team a message, “Think big, act small, fail fast; learn rapidly.”.
* Designed User Interfaces and mock up screens using HTML to validate the requirements.
* Created and implemented a Test Plan and thereby assisted Quality Analysts to test the product in a timely manner.
* Interfaced with top management to ensure that IT initiatives and involvement were clearly communicated and understood.
* Mitigated risks all the time; motivated all the team members to meet the deadlines since time was verylimited. Designed and built statistical analysis models on large data sets.
* Extracted, compiled and tracked data and analyzed data to generate reports.
* Created SAS Datasets, Data manipulation, develops data marts for the preparation of reports, tables, listings &graphs.
* Setup of Snowflake - Environment Architecture Guideline ( DEV/QA/PRE-PROD/PROD) .
* Used advanced Excel functions to generate spreadsheets and pivot tables.
* Created T/SQL statements (select, insert, update, delete) and stored procedures.
* Ensured the compliance of the extracts to the Data Quality Center initiatives.
* Created daily and monthly reports using SQL and UNIX for Business Analysis.
* Reviewed and analyzed the business environment and identical process improvements.
* Evaluated alternative solutions and recommended solutions that best met the need of the business.

**Environment: MS Visio, MS Office, .Net, VB.NET, ASP.NET, Java, PHP, XML, HTML, DHTML**



# Education Qualifications:

* **MBA, Institute for Integrated Learning in Management, Delhi, India 2012 -2014**
* **Bachelor of Technology, JNTUH, Hyderabad, India - 2011**

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| * Methods | Agile, SCRUM, Waterfall, RUP, UML, SDLC , Ralph Kimball data warehousing methodology, Joint Application Development (JAD),MS VISIO 2016, MS Project 2016, JIRA |
| * Business   Analysis | * Requirement Analysis, Business Rules Management, Data Flow Diagrams, Flowcharts, * Business Process Modeling & Improvement, Gap Analysis, Cause and Effect Analysis, BRD,BRS Tableau 10, SAP Business Objects, Crystal Reports |
| * Process Tools | * AGILE and Scaled Agile * PMBOK - Schedule, Resource, Cost & Procurement Management * BABOK - JAD, Brain Storming, Requirements Gathering, Analysis, Gap AnalysisQuality - Traceability Matrices, Requirements & Defect Management, UAT, SIT. |

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|  | * Microsoft SQL Server 2017, Teradata 15.0, Oracle 12c, and MS Access * Erwin r9.7, Rational System Architect, IBM Info sphere Data Architect, ER Studio v16 |
| * UML Tools | * Rational Rose UML, Together Soft, MS Visio, * MS Azure, AWS, Snowflake, SnowSQL, Snowpipe,HDFS, Hive, Hadoop HDFS |
| * Collaboration Tools | * SharePoint, Quality Centre, Rational Clear Quest, JIRA |
| * Testing Tools | * Quality Centre, QTP, ClearQuest, Rational Test Manager |

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| * Databases | * SQL server, Oracle 8i/9i, MS Suite. |
| * Defect Tracking | * JIRA, IBM Rational Jazz, Quality Centre, Rational Test Manager |