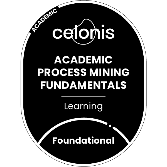
**Hema Ravi Teja Bollam**

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**SUMMARY OF QUALIFICATIONS**

* 10+ Years’ experience with solid understanding of Business Requirements Gathering, Business Process Mapping Evaluating Data Sources, Data Mapping, Translating Requirements into Specifications, and Application Design, Designing Meta-Schema.
* Exceptional at interpreting client requirements into actionable functional and technical solutions, aligning closely with end-user and business needs.
* Comprehensive experience in software Development Life cycle (SDLC) , proficient in both Agile Scrum and Waterfall methodologies from initial requirements gathering to testing and deployment, ensuring alignment between business needs and technical solutions.
* Skilled in Business and Data Analysis, including Data Profiling, Migration, Integration, and Metadata Management, with a strong foundation in Python-based solutions.
* Proficient in Use Case methodology, adept at creating UML diagrams (Use Case, Business Workflow, Activity Diagrams) using MS Visio, Rational Rose, and Python libraries for visualization.
* Capable of orchestrating all testing phases, including devising Test Plans, User Acceptance Testing (UAT), creating Test Cases, and leading Regression, Integration, and System Testing, utilizing Python automation.
* Experienced in developing comprehensive Test Methodology and Strategy, documenting Test Plans, Cases, and executing Test Scripts to ensure product quality and integrity.
* Demonstrated expertise in Project Management, encompassing Project Scoping, Planning, Scheduling, Budgeting, and implementing Remedy Procedures.
* Proficient in technical and business writing, process modeling, and analysis, with significant experience in creating and maintaining Requirement Definition Documents (Business Requirements, Functional Requirements, Use Cases, and UML Diagrams).
* Adept at conducting Market Research, Feasibility Studies, Data Analysis, Gap Analysis, Risk Management, and facilitating Change Management across project phases.
* Extensive knowledge and application of various business and technical tools, including Microsoft Project, Excel, Access, Visio, JIRA, Enterprise Architect.
* Familiar with the ETL process, BI tools, DOMO and proficient in using Toad for SQL Server for Backend Testing.
* Solid experience with Mutual Fund IA Portal, Insurance, Supply chain management and in using Enterprise Architect for documentation.
* Provided first and second level application support for over 50 financial applications, managing critical incidents (P1/P2) to ensure minimal business disruption and high user satisfaction.
* Facilitated in Joint Requirement Planning (JRP) and Joint Application Development (JAD) sessions, adept at conflict management and fostering collaboration between business user groups and IT teams.
* Strong analytical and problem-solving skills, capable of steering business initiatives from conception through to realization, ensuring alignment between business needs and technological solutions.
* Possess a strong understanding of the overall product development lifecycle, complemented by comprehensive technical knowledge.
* Checking operation metrics on a weekly basis to ensure that quarterly, and yearly metrics are not comprised as per organization SLO and providing constructive feedback to achieve goals.
* Expertise in developing and maintaining overall Test Methodology and Strategy, Documenting Test plans, Test Cases, and executing Tests Cases and Test Scripts based on baseline requirements.
* Expert in leveraging business intelligence tools such as Tableau and Micro Strategy to design and deploy interactive, data-driven reports and dashboards that enhance strategic insights and operational decision-making for senior management.
* Extensively worked as a Level 2 Production Support Engineer to support 50+ financial applications as Subject Matter Expert in Client data on boarding. Strong exposure to financial domain, Investment banking, Reference data strategies, domain knowledge of Client on boarding, client reviews and KYC concepts.
* Provided 24/7 on-call support for production, strong team player, good analytical skills.

**TOOLS & TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **Methodologies** | Agile (SCRUM), Waterfall, Agile-Waterfall development methodologies |
| **Software** | Python, Tableau, Power BI, OpenEdge ABL 9x-12.x, SQL, Microsoft Excel, R, DOMO, Databricks,DOMO, Crystal Reports, Orange , Octopus |
| **Project Management Tools** | MS Share point, MS Project, Skype for Business, IM, MS Office |
| **Business Modeling Tools** | Confluence, TRELLO, JIRA, DocuShare, Tableau, ServiceNow, QlikSense, PowerBI, Salesforce (CRM) , FlexNet, Signova BPM, Celonis , Big Data Technologies (Spark), ETL frameworks. |
| **Databases** | MySQL, Progress DB |
| **Data Modeling/UML** | Gliffy, Rational Rose, iRise, MS-Visio ,Celonis |
| **Applications/Testing Tools** | Postman,SoapUI, JIRA |
| **Virtual Machines** | VM ware, Citrix |
| **Analytics Skills** | Data cleansing, Data Analysis, Predictive Modelling, Performance metrics |
| **Certifications** | Celinois Professional Process Mining Fundamentals,  OpenEdge PASOE Admin, OpenEdge DBA Bootcamp,  Certified Business Analysis Professional, Certified Associate in Project Management,  Oracle Cloud Infrastructure 2024 Generative AI |

**PROFESSIONAL EXPERIENCE:**

**Adifice Technologies – Chicago, IL**

**Sr. Business Analyst Aug 2023 – Present**

* Collaborated with stakeholders to translate business needs into High-Level Architecture (HLA) designs and framed platform requirements.
* Provided Tier 1 triage for user-reported incidents, troubleshooting issues promptly, and delivered general support including documentation creation and training sessions.
* Thrived in a fast-paced, entrepreneurial environment by dynamically adjusting strategies in response to evolving market conditions, ensuring continuous project alignment with corporate goals.
* Collaborated with stakeholders to define data reconciliation strategies and establish stringent data quality standards, overseeing integration efforts to ensure seamless reconciliation between Salesforce modules and third-party systems.
* Excelled in building consensus among diverse stakeholder groups through effective communication and negotiation, securing buy-in for critical project phases.
* Led cross-functional teams, coordinated integration efforts, and implemented data governance policies to maintain data integrity, while also monitoring performance and recommending system enhancements.
* Developed BI solutions using Tableau, Power BI to provide accurate and accessible data, creating interactive dashboards and reports for informed decision making, while utilizing Salesforce reporting tools to extract insights into reconciliation outcomes.
* Directed user acceptance testing for external client-facing applications, crafting a structured testing framework and comprehensive test cases to ensure product integrity and client approval
* Engaged with stakeholders to collect requirements and present effective solutions.
* Managed project lifecycles to ensure timely delivery and coordinated cross-functional teams.
* Crafted comprehensive documentation, including BRDs and FSDs, while maintaining integrity.
* Analyzed complex datasets to identify trends and areas for improvement.
* Demonstrated expertise in Salesforce CRM analysis and administration.
* Provisioned and deprovisioned user accounts accurately and in a timely manner.
* Monitored user access and permissions to ensure compliance with security policies.
* Provided technical support and guidance to project teams, supporting advanced troubleshooting.
* Crafted and communicated the product vision and roadmap to internal stakeholders, aligning product initiatives with business objectives.
* Created detailed Business Process Model Notation (BPMN) flows to remove ambiguity of the requirements communicated by the clients or the business stakeholders.
* Created data mapping document to map external APIs to the Provider’s database.
* Worked with API Integration and API Verification for different internal and external APIs when working with API Documentation.
* Explored UDDI for WSDL and WADL for existing SOAP and REST web services, REST APIs to understand request and response.
* Served as the voice of the customer, ensuring product features thoroughly address user needs and enhance the end-to-end customer experience.
* Facilitated Joint Application Development (JAD) sessions with cross-functional teams to gather and document system requirements, ensuring alignment with business objectives.
* Led the planning and execution of multiple product releases, setting benchmarks for feature delivery and prioritizing the product backlog to reflect both business urgency and technical feasibility.
* Championed continuous improvement efforts, resulting in significant enhancements to existing product features and the introduction of innovative new solutions.
* Cultivated strategic relationships with IT SaaS vendors to ensure alignment on product-related matters, optimizing collaboration and service quality.
* Guided the technology platform owner in managing agile user stories, fostering a clear and efficient development process.
* Defined product strategies and developed comprehensive business requirements for new features, driving product innovation and market competitiveness.
* Actively sought and integrated customer and market input into the product development process, leveraging insights as a key source of innovation.
* Facilitated technical discussions, aiding in design trade-offs and ensuring product decisions align with both user needs and technical capabilities.
* Supported the development and deployment of MVPs, leading to faster market entry and enhanced product validation.
* Led stakeholder workshops to identify and prioritize business requirements, resulting in the development of a new product feature that increased customer engagement.
* Monitored regulatory changes and ensured compliance with industry standards, mitigating risk and maintaining operational integrity.
* Successfully managed the integration of new benchmark methodologies, leading to enhanced accuracy and market relevance.

**Environment:**Agile Scrum, Microsoft Office Suite, Microsoft Visio, Confluence, Python, Spark,Documentum, Windows, Linux, Oracle, SQL, SQL Server, Sybase, MS (Word, Excel, PowerPoint), Service Now, Trello , Mongo DB, AWS Postman, SOAP UI, JIRA ,VMWare

**Progress Software – Hyderabad, India**

**Technical Engineer, Senior II (Product Owner) Dec 2019 –Mar 2023**

* Created User Stories, UML Diagrams, and Data Flow Diagrams to determine the data flow via various Systems.
* Actively participated in Product Backlog/Refinement meetings, Sprint planning, Daily Scrum, Sprint review, and Sprint retrospective meetings.
* Independently managed APAC and Australia clientele, addressing software enhancements and production issues, and engaging with over 100 clients to ensure prompt and effective resolution for an Enterprise software, Database.
* Designed and maintained transactional, operational, and analytical data stores, improving data accessibility and reliability for real-time analytics. Leveraged BI tools like Tableau and Micro Strategy to create dynamic reports and dashboards that significantly enhanced decision-making processes.
* Used data analysis techniques, including Python, to validate business rules and identify low-quality missing data in the existing Progress enterprise data warehouse (EDW).
* Analyzed results and presented data using high-level overviews, major takeaways, critical questions, and next steps, increasing stakeholder satisfaction, and maintaining a customer satisfaction (CSAT) score of over 95% for three consecutive years.
* Implemented Pro2 data replication solutions (Progress to Progress, Progress to SQL) for various clients.
* Migrated legacy AppServers to PASOE (Progress Application Server for OpenEdge).
* Performed PASOE performance tuning to enhance scalability and client system performance.
* Elicited requirements, created As-Is and To-Be processes, conducted Cost-Benefit analysis, Risk assessment, and SWOT analysis for the project.
* Analyzed protrace files to diagnose system crashes, identifying root causes and providing actionable insights for developers.
* Collaborated with development teams to resolve critical issues, offering clear direction based on crash analysis and system behavior.
* Recommended optimized solutions to prevent future crashes, improving application stability and performance.
* Led project financial management tasks, including budgeting, forecasting, and cost-benefit analysis, ensuring projects were delivered within budget and timeline.
* Work closely with programmers to ensure modifications for reports are implemented effectively and efficiently to meet the needs of the business owners
* Configured and managed various data sources for optimal data integration across multiple systems, ensuring seamless data flow and accessibility.
* Worked with UI applications to enhance user interaction and ensure smooth data visualization and reporting through interactive dashboards.
* Identified and resolved SSL/TLS certificate issues to ensure secure website access, improving user experience and data protection.
* Monitored and maintained the validity of security certificates, implementing timely renewals and troubleshooting expired or invalid certificates.
* Collaborated with cross-functional teams to install and configure SSL certificates, ensuring compliance with security best practices and minimizing potential vulnerabilities.
* Conducted database testing to ensure data integrity and accuracy by validating data transformations, verifying end-to-end workflows, and identifying potential discrepancies.
* Created predictive models for customer support, forecast feedback, potential training areas and defect-prone areas, leading to a 25% reduction in support tickets. This initiative empowered customers, making them self-sufficient and reducing reliance on support services.
* Conducted 5+ levels of testing including functional, regression, integration, performance and UAT with Postman and SOAP UI of webservices based on metadata to align software with user and business needs.
* Conducted thorough API testing to validate data integrity and consistency across different environments.
* Documented testing procedures and outcomes, providing clear insights for ongoing development and maintenance.
* Develop and utilize knowledge of databases, information systems, managed care, healthcare providers, statistical tools and analytical principles to analyze quality outcomes that support strategies for the Businesses.
* Implemented continuous optimization efforts, leveraging business intelligence tools to refine processes and drive results.
* Performed comprehensive code reviews using Git to ensure adherence to coding standards and best practices.
* Developed and delivered interactive dashboards and comprehensive reports using tools like Tableau and Power BI to present data insights to senior management, enabling data-driven decision-making.
* Evaluated code quality, identified potential issues, and provided actionable feedback to enhance functionality, maintainability, and performance of software projects.
* Checking operation metrics on a weekly basis to ensure that quarterly, and yearly metrics are not comprised as per organization SLO and providing constructive feedback to achieve goals.
* Promoting adherence to the content standard, understanding of it (quality of the articles), and familiarity with the Solve Loop methods (Process Adherence Review)
* Responsible for analyzing, reporting, and developing recommendations on data related to complex and varied business metrics.
* Proficient in business process modeling and documentation using **JIRA**, **MS Visio**, and **Confluence** to streamline project management.
* Expert in database performance tuning and troubleshooting, enhancing system performance and stability. Successfully resolved level-3 production issues, reducing downtime.
* Managed extensive datasets within the company’s data warehouse, ensuring data integrity, accuracy, and accessibility. Implemented robust ETL processes that improved data integration from multiple sources, optimizing the overall data architecture for enhanced reporting capabilities.
* Regularly engaged in troubleshooting and resolving e-trading and risk management software issues, ensuring reliable system operations during peak trading hours.
* Led a task force to address a critical system outage, devising a strategic approach that restored services within minimal downtime and prevented future occurrences.
* Set up and configured application servers, ensuring a stable and scalable environment for enterprise applications.
* Utilized cloud infrastructure services such as AWS to deploy, manage, and scale data processing pipelines, ensuring high availability and performance.
* Modernized legacy applications using PASOE (Progress Application Server for OpenEdge) solutions, enhancing performance, security, and maintainability.
* Collaborated with cross-functional teams to migrate existing applications to PASOE, reducing downtime and improving deployment efficiency.

**Environment:**Agile Scrum, Microsoft Office Suite, Microsoft Visio, Confluence, Documentum, Windows, Linux, Oracle, SQL, SQL Server, Sybase, MS (Word, Excel, PowerPoint), Flexnet, Service Now, Salesforce, ABL, Progress DB, Postman, SOAP UI, Developer Studio, JIRA ,SQL, Oracle DB, VMWare,Appserver,PASOE.

**Broadridge – Hyderabad, India**

**Sr. Member Technical (Techno Functional) Jan 2016– Dec 2019**

* Involved in defining the source to target data mappings, business rules, and data definitions.
* Provided technical leadership to a team of developers, modelers, and analysts on multiple high-stakes projects, fostering a collaborative environment and ensuring timely delivery of data solutions.
* Performed in a hybrid Agile (Scrum) and Waterfall methodology environment by analyzing and documenting current business processes and making recommendations for streamlining the efficiency of the business operations.
* Collaborated with stakeholders to gather detailed business requirements, ensuring that technical solutions align with business needs and objectives.
* Create and maintain data model/architecture standards, including master data management (MDM).
* Assisted the QA team by reviewing Test plans and Test cases and clarifying requirements to ensure complete coverage of requirements.
* Handled the development of business requirement documents (BRD) resulting from JAD sessions.
* Developed comprehensive mapping documents to exhibit the in-depth data flow on different platforms for respective applications as a part of migration process.
* Generated metadata for the data being populated at the organization level for multiple ongoing application projects by working as a liaison between the business and technical teams.
* Transitioned a legacy desktop KYC application to a modern web platform with a collaborative team, enhancing accessibility and compliance efficiency by 40%.
* Modified the Programs in the Order Management System , to place the Trades.
* Implemented FATCA and GATCA compliance projects, improving adherence to tax laws and billing practices, increasing scalability by 20%.
* Collaborated closely with Financial Crimes Analysts to identify suspicious activity, including potential terrorist accounts, by analyzing transaction patterns and applying AML (Anti-Money Laundering) regulations.
* Conducted data profiling and risk assessment to flag high-risk accounts and reported findings to senior management for further investigation.
* Performed KYC (Know Your Customer) onboarding for new and existing clients, ensuring compliance with legal and regulatory requirements.
* Worked with compliance teams to implement automated monitoring systems that helped reduce false positives and improve accuracy in detecting financial crimes.
* Developed and modified programs to generate year-end XML files using (XML write, DOM, SAX Parsers) for sharing data with the IRS, ensuring compliance with federal reporting requirements.
* Leveraged existing data assets and strategically addressed critical gaps, leading to a 15% improvement in data utilization. Additionally, created, and improved operations processes for user inquiries, solving customer inquiries weekly through CRM platforms.
* Modified and updated programs to process daily market prices, ensuring real-time accuracy in financial data reporting.
* Led KYC screening processes, documenting and verifying client information to mitigate risk and enhance regulatory compliance.
* Integrated market data feeds into existing systems, enhancing the organization's ability to make timely and informed business decisions.
* Developed programs to parse flat files received in data locations and automate the loading of data into the database for Electronic Funds Transfers (EFTs).
* Designed, implemented, and optimized data pipelines to automate the ingestion, transformation, and loading of data, improving data accuracy and processing speed.
* Ensured the accuracy and integrity of EFT data by implementing validation checks during the file parsing process.
* Successfully managed project deliverables by creating detailed project timelines and ensuring all stakeholders were aligned with the deadlines. Regularly reported status updates to project teams and senior management.
* Utilized Agile methodologies to maintain continuous progress on multiple projects, ensuring timely delivery of business-critical solutions.
* Collaborated with IT and cross-functional teams to implement business process solutions, ensuring alignment with company goals and objectives.
* Collaborated with development teams to implement **automated solutions for repetitive tasks**, significantly reducing turnaround times for reporting and analysis.
* Conducted incremental backups to ensure data integrity and reduce downtime, safeguarding critical business information.
* Updated and integrated new database fields during the backup process, ensuring seamless data migration and system functionality.
* Performed thorough code reviews to ensure quality and adherence to best practices, identifying potential issues and optimizing performance.
* Optimize data loading procedures, reducing processing time and Enhancing overall system efficiency
* Gathered business requirements by facilitating discussions with non-technical business users to determine their technical and system requirements in helping them to identify the scope of the Reception and Release (RAR) Project.
* Conducted thorough testing and validation to ensure data accuracy during the mapping process.
* Actively participated in daily scrum team meetings to communicate the scope of the project and serve as a liaison between the development team and the business users to present any new information to all applicable parties.
* Enhanced data flow between the front-end and database by optimizing the mapping logic, reducing latency, and improving response times.
* Created workflow scenarios, designed new process flows and documented the Business Process and various Business Scenarios and activities of the Business from the conceptual to procedural level.
* Conducted thorough testing and validation to ensure data accuracy during the mapping process.
* Enhanced data flow between the front-end and database by optimizing the mapping logic, reducing latency, and improving response times.
* Good understanding of Fixed Income, Equities and Equity Trade Cycle, Portfolio Management, Wealth Management, and Sales and Marketing.
* Developed and executed queries to retrieve and analyze unstructured data for comprehensive data analysis and reporting.
* Created detailed documentation of business processes, workflows, and technical solutions to support ongoing optimization and improvements.
* Created the SQL and Python scripts for demonstrating the prototypes and for verifying the result sets.
* Developed and maintained strong relationships with business stakeholders by providing regular updates and quick resolutions to IT issues, improving the overall business trust in IT capabilities
* Coordinated between IT and non-IT departments to facilitate smooth end-to-end application support, enhancing system understanding and reducing recurring user errors.
* Participated in annual DRP/BCP exercises, ensuring that IT systems and processes were robust and resilient, thus maintaining business continuity during potential disruptions
* Designed and delivered training programs for new support analysts, focusing on best practices in application support and effective use of our incident management toolkit.
* Participated in annual DRP/BCP exercises, ensuring that IT systems and processes were robust and resilient, thus maintaining business continuity during potential disruptions.
* Managed Data Modification Requests (DMR) to correct and update incorrect data, ensuring data accuracy and integrity across systems.
* Configured and managed Cron jobs to automate and schedule regular batch processing tasks on Unix/Linux systems.
* Streamlined the EFT data pipeline, improving efficiency and reducing the risk of errors during data transfer.

**Environment:** Hybrid Agile, Java Script, Service Now, Progress DB, ABL, Developer Studio, Eclipse, Unix Shell Script, Linux, Windows 2000,JIRA,MCqueue,Appserver,JSON

**Infosys- Hyderabad, India**

**Systems Engineer Sep 2014 – Jan 2016**

* Attending various meetings such as project discovery session, review session, project health meeting, sprint meeting, daily scrum, Change Management Board (Change Management Board) meetings, etc.
* Preparing and updating IA (Interface Agreement) for the clients and working with operations team to review the requirements captured.
* Working with the Project Manager, CME (Client Management Executive), ASM (Account Services Management), and business owner to document the business requirement.
* Maintaining project’s timeline based on the requested release date along with next sprint release.
* Worked in an Agile-SCRUM environment gathering requirements to create User Stories and defining their Acceptance Criteria.Developed an API integrating two products for automated XML file processing, allowing a polling agent to process these files and automatically create new policy records in the subsystems, enhancing operational efficiency and data integrity.
* Built and managed the planning, creation, and execution of all new dashboard visualization launches in Power BI.
* Responsibilities included meeting with the stakeholder and POs to gather and document business requirements, as well as drive effectiveness and efficiency across all departments for the project delivery.
* Preparing and maintaining business requirements and/or functional requirements, identifying current client state, future state and changes required to address changing business needs.
* Interface with external clients and internal programming staff to ensure requirements meet all parties’ needs.
* Facilitated cross-functional collaboration between business units and IT teams to address requirements related to new data sources and financial compliance regulations.
* Reviewed and optimized data flow diagrams to highlight the impact of new projects on existing systems, ensuring smooth integration and minimal disruption.
* Reviewed the design of data flows for multiple financial applications, ensuring the seamless integration of new data sources and identifying any potential bottlenecks or data accuracy issues.
* Working with technical staff to ensure requirements will be incorporated into system design and testing.
* Designed and implemented a batch program for event processing and commission triggers, optimizing business workflows and ensuring timely and accurate commission calculations.
* Conducted Gap Analysis project by assessing the differences in performance between the business’ two legacy software applications VPAS and VPAS Self Service.
* Led the schema transformation process to migrate data between systems, ensuring data integrity and compatibility while streamlining operations and enhancing system interoperability.
* Participated in identifying opportunities and parameters for business process improvements.
* Utilized SQL Server Integration Services (SSIS) to design and implement ETL processes, automating the extraction, transformation, and loading of data from various sources into SQL Server databases.

**Environment:** SCRUM, HP Quality Center, MS Visio, MS SharePoint, Agile Methodology, MS Office – Excel, PowerPoint, Word, Outlook; UML, SQL Queries, ABL, Progress DB.

**Kewill-Hyderabad, India**

**Management Trainee Aug 2013 – Aug 2014**

* Liaised with business stakeholders to gather and review business requirements, translating them into **detailed technical specifications** for development teams to ensure accurate implementation.
* Successfully implemented new metric tracking and AWB generation requirements within the Global Supply Chain Management ERP system. Collaborated with cross-functional teams to analyze user needs, develop solutions, and ensure seamless integration of updates.
* Worked with technical staff, customers in gathering requirements, using strong communication skills to translate logistics needs into technical solutions.
* Created business documents consisting of Use Cases, Use-Case Mapping, Scope Definition, Mock-ups (Prototypes), AS-IS & TO-BE Process UML Diagram Flows, Requirements Traceability Matrix (RTM), Systems Requirements Document (SRD).
* Maintained all the current dashboards and monitored data QA to ensure accurate and timely reporting.
* Worked as an Interface between the Users and the different teams involved in the application development for the better understanding of the Business and IT Processes.
* Expertise business analyst in software deliverables including requirements elicitation, creating business requirements documentation (BRD) and functional requirements documentation (FRD).
* Performed Gap Analysis (AS IS & TO BE state of the project), Risk Analysis of the existing process and evaluated the benefits of the new system.
* Coordinated with external vendors and internal teams to ensure successful system integration and functionality, supporting continuous improvement in warehouse and logistics operations.
* Used Microsoft Team Foundation Server TFS to manage the team's software development lifecycle.
* Implemented updates and modifications to EDIFACT (Electronic Data Interchange for Administration, Commerce, and Transport) standards to accommodate regulatory changes and enhance data exchange efficiency.
* Managed the development of microservices-based interfaces and error logging mechanisms using AppDynamics, improving system performance and reliability.
* Supported the QA of microservices-based interfaces between logistics systems, improving system performance and minimizing downtime.
* Led the integration of warehouse management systems (WMS) with third-party logistics providers, streamlining data exchange and enhancing supply chain visibility.
* Utilized Windows Scheduler to automate and schedule nightly jobs, ensuring consistent and timely execution of critical tasks.
* Updated the SQL Queries in crystal reports to get the right information.
* Identified opportunities for **automating data analysis and reporting**, which significantly improved the timeliness of management reports and ensured better decision-making for senior stakeholders.

**Environment:** Waterfall, MS Office – Excel, PowerPoint, Word, Outlook; UML, SQL Queries, ABL, Progress DB, WebLogic,Unix, Rational Rose 7.0, SQL server, crystal reports.

**EDUCATION:**

* Master’s in Business Analytics, Montclair State University, New Jersey
* Master’s in Business Administration , OU, India
* Bachelor’s in Information Technology, JNTU, India