Keerthi Katuri

Ph# 737 444 9913(M)

**LinkedIn:** [**www.linkedin.com/in/keerthi0412**](http://www.linkedin.com/in/keerthi0412) **Email:** [**kirtij0412@gmail.com**](mailto:kirtij0412@gmail.com)

**Summary**

* Having total 12 years of professional IT experience in medical field, technical support and in administration and as business analyst with defining and scoping business areas, eliciting requirements, identifying solutions and verifying that the proposed solution meets the requirements.
* Over 10 years of extensive experience in Health Care, telecommunications, finance, enterprise-level application development environment.
* Versatile and solutions-driven analyst with broad-ranging experience improving business and operational processes by leveraging natural analytical abilities and a background in computer science.
* Meticulous and disciplined, with a gift for analyzing business processes and developing useful metrics and benchmarks for tracking.
* Excellent experience with defining and scoping business areas, eliciting requirements, identifying solutions and verifying that the proposed solution meets the requirements.
* Expertise including gathering business requirements with strong attention to details of the projects, performing gap analysis, designing new or modified business process Maps, application configuration, working with technical team members to develop interfaces, enhancements and conversion specifications, system testing, Integration testing, UAT, production move and Post production support.
* Strong expertise in assisting project teams and Business analysts presenting to leadership and the business, training, mentoring and assisting them in implementation of lending applications replacing legacy ones with strong understanding of business rules and application.
* Conducted workshops, brainstorming sessions and one on one interviews in eliciting business requirements and grooming them in Business Requirements Document (BRD).
* Extensive experience in all phases of Project Management Life Cycle (PMLC) and Software Development and Testing Life Cycle (SDLC)such as agile scrum and Kanban.
* Provide technical leadership in adopting new technologies and processes that promote efficiency and quality. Implement Build/Release Engineering (DevOps) methodologies and standards. Implement monitoring solutions.
* Experienced in Scrum Practices like writing Epics, features, User Stories, Story Slicing, Backlog Grooming, Release Planning, Sprint Planning, Spring Review and Sprint Retrospective.
* Strong written and verbal communication skills to provide clear and consistent status updates and inform stakeholders and clients about the progress of the project in all phases.
* Experience with data warehouse concepts and methodologies, including ETL. Used different project delivery tools depending on the infrastructure.
* Excellent experience in supporting the product manager in maintaining the product backlog and scheduling next release.
* Excellent experience in conducting weekly sprint planning meeting with the developers and quality assurance analysts to review user story, assign story points and assign points to a respective sprint.
* Good emphasis on Sprint Planning, Sprint Review and Retrospective meetings.
* Experience in using MS Office extensively (Word, Excel, Visio, Power Point, Outlook, and Project) for calculations, graphs, analysis, presentation and documentation throughout the project.
* Experience preparing custom reports, data analysis and verification on MS Excel.
* Healthcare payer experience— such as health plan providers, Medicare, and Medicaid — that set service rates, collect payments, process claims, and pay provider claims.
* Ability to sum up, review and outline the key ideas to others so they can understand and make key decisions.
* Experience in Relational Data Modeling with very good focus on creating ER Diagrams and Dimensional Data Modeling in designing Data Marts and Data warehouse using Star Schema and Snowflake Schema models in implementing decision support systems.
* UI design thinking, design research, user guides and stories.
* Experience in creating generic Business Analyst documents like Business Requirements Document (BRD), Requirements Traceability Matrix (RTM), Project Scope etc.,
* Strong Collaborative skills with business end users to identify and understand business requirements from end user’s perspective.
* Prioritized and tracked defects using Bug tracking tool Jira and TFS.
* Expertise in various types of testing including unit, integration, functional, system and performance testing.
* Created Test Plans, Test Cases, use case, Test Scenarios and Test Strategies to ensure Quality Assurance and to test all the business requirements.
* Used test management software such as HP Application Lifecycle Management (ALM) to manage the entire product life cycle.
* Experience working with EDI transactions.
* Greater level of proficiency with Microsoft programs Excel and PowerPoint, Visio or its equivalent.
* Strong experience in conducting User Acceptance Testing (UAT) with end business users and documentation of Test Cases. Expertise in designing and developing Test Plans and Test Scripts.
* Strong experience in managing the testing phase of product life cycle with knowledge of various types of testing including A/B testing, Integration testing, regression testing, etc.
* Was given the role of the Administrator for Microsoft Share-Point in designing the CI System. Recommended the necessity for a discussion board to facilitate real –time discussions for the sales team.
* Strong presentation skills and ability to tailor presentations towards different functional areas of business.
* Experienced in working with Cross Functional Teams and interacting with all levels of management for requirements, resources and project status and delivering custom applications in phases.
* Coordinating with developers to interpret and provide clarification on data provided and Use Cases analysis.

**Technical Skills**

Business Process | Analytics Skills | Project Lifecycle Management |Coding & Computer Systems | HMTL/CSS | XML | Database | Pivot | Excel | Visio | PowerPoint| Relationship Building | EDI | Teamwork | Stakeholder Relations | Complex Communication | Agile | Scrum | Waterfall | Jira (JQL) | Microsoft Project | HTML | CSS | XML | PeopleSoft (Oracle) | Salesforce | Workday | ServiceNow | SAP | Business Intelligence | Business Objects | Tableau | SharePoint | Visio | SNAP | TANF | User Acceptance Testing | Business Requirement Document (BRD) | Functional Requirements Documents (FRD) | Joint Requirements planning sessions (JRP) | Rapid Application Development (RAD)

**Education**

* Bachelor of Technology Computer Science and Engineering**,** 2008.

**Professional Experience**

**Business Analyst** | Verizon, Texas

03/2021 – Current

**Role & Achievements:**

* Project Manager & Business Analyst for large, complex IT projects, mobile and web-based application development, data integration projects involving multiple stakeholders and IT functions from managing requirements, project development, following Agile process to project delivery phase.
* Lead team in enhancing ecommerce UI website.
* Uplift the devops practice in the digital space to best practice methodologies and standards.
* Maintained perspective and a big picture of project view amidst complex project details, and synthesize/translate key concerns, issues, risk, opportunities, and impact back to the business using creative solutions.
* Analyze Requirements and created Use Cases, Use Case Diagrams, Activity Diagrams using MS Visio.
* Organizing project deadlines breaking down the projects into modules, resource allocation and communicating progress with the teams regularly.
* Responsible for collecting and documenting the business functional and technical requirements for with strong attention to all the details.
* Assist in the IT department's resource capacity/demand planning and management, project portfolio process, project reporting, and internal metrics tracking.
* Maintain reporting and dashboards to monitor adherence for At Task time entry, resource allocation, and expense versus capital guidelines that are established. Work with department to maximize policy compliance.
* Communicate and translate data and information for non-technical stakeholders.
* Strengthen contract and proposal management processes for Customer Teams by proposing process changes, which shortened the quote to cash cycle and improved compliance with revenue recognition polices. Resolved issues and improvised the process to ensure a stable and accurate solution.
* Develop ETL processes to maintain data warehouses, operational data stores, data marts.
* Maintain and support ETL environments (including development, test and production)
* Perform monitoring, optimization and refinement of ETL solutions.
* Performed cost-benefit analysis, generated reports for analyzing various investments and their profitability and for analyzing various lost opportunities due to time delay in investing.
* Assisted in entering and updating Issues (Epics, Stories, features and Tasks) onto Agile application.
* Created user stories and wrote acceptance criteria and assisted team in prioritizing user stories.
* Was part of the enterprise level software development process.
* Worked with financial services as part of support for the application.
* Guide business Analysts to ensure processes for delivering project and production support work are clearly communicated and expectations defined.
* Validated business rules and all artifacts with users, approval and sign off.
* Lead and mentor the Agile project team in the review of deliverables and project tracking of team activities. Oversaw all phases of various projects from initiation, planning and risk analysis, prioritize, design, execute tasks, and project closure.
* Provide technical leadership in adopting new technologies and processes that promote efficiency and quality. Implement Build/Release Engineering (DevOps) methodologies and standards. Implement monitoring solutions.
* Participated in the daily Scrums, Sprint Planning Meetings, Iteration, Release Planning, backlog refinement, Sprint Reviews and Retrospectives.
* Was part of daily stand-up meetings to discuss the work done previous day, work to be done the present day and identify and address if there are nay road blocks.
* Recognized and maintained the KPIs to support the team and assigned product.
* Researched on business requirements, documented system workflow procedures using workflow diagrams, planned the project flow using SDLC methodology. Applied Unified Modeling Language (UML) methodology to create use case diagrams and sequence diagrams.­­­­­
* Designing and developing Test Plans and Test Scripts. Conducted User Acceptance Testing (UAT) with end business users and documented Test Cases.
* Prioritized and tracked defects using Bug tracking tool Jira and TFS.
* Documented user stories describing the features of the requirements clearly.
* Coordinate with QA team to validate files before loading into Datawarehouse.
* Worked with PM to coordinate daily activities between applications development and Product Management.
* Helped to create and translate user requirements to define the functions the application must provide and performed requirements management.
* Formulated project workflow and technical documentation such as SRS, FRS, project proposals, project plans, project costing and scheduling.
* Created unified modeling language (UML) diagrams for business process modeling like activity diagrams, sequence diagrams, workflow diagrams, and flow charts.
* Created mock-up forms in just in mind for better visualization and understanding of the GUI.
* Provided support to various business and technology teams as necessary during project delivery.

**Business Analyst** | United Health Group, MN

08/2018 - 01/2020

**Role & Achievements:**

* To Analyze, design, document and help implement operations support processes for EDI services and systems using Agile methodology.
* Worked with Product Management to develop & continuously refine the Master Story List/Product backlog (incl. prioritization & elaboration of features, Epics/Themes & specification of Acceptance criteria)
* Collaborating with internal stakeholders to obtain in-depth information / data about internal / external customer requirements for technology supporting Quality Optimization and Insights with attention to details.
* Anticipate customer needs and proactively develop solutions to meet them.
* Was part of product backlog creation, sprint planning sessions, daily stand-up meets.
* Maintaining and backlog refinement and ensuring sprint completion.
* Used Jira tool for planning, tracking progress and to work faster.
* Prepared process flows/activity diagrams for the existing system using MS Visio.
* Review requirements with eliciting approvals from stakeholders for system modeling and congestion analysis to support investment decisions, rate case development, business planning using Agile methodologies.
* Created business process flows, use cases, user stories, and test cases. Wrote user stories, breaking down Epics into tasks and pushing them forward for development.
* Used Jira to document epics, features user stories, risks, issues, defects.
* Provider management module development and testing.
* Execute tasks/projects to implement best practices for EDI support services.
* Was part of healthcare payer plans by Identifying Member, Provider, Coverage, Medicare, and Medicaid. Generated data element matrix encompassing all the data element report wise including the data mapping for the data warehouse.
* Managed the team of consultants responsible for developing on-demand Medicaid Management System reports. Analyzed, designed, and coded several online subsystems for the Medicaid System.
* Ability to sumup and provide ideas to make key decisions of the project.
* Designed Visio process flowcharts for the enhanced Customer Complaint Handling System.
* Used Jira tool to track issues.
* Perform monitoring, optimization and refinement of ETL solutions.
* Time based monitoring system that keeps the process within security parameters and HIPAA compliance.
* Wrote user stories and story refinement.
* Used tableau tool to build powerful data visualizations, to analyze the data, share insights with stakeholders, and make data-driven decisions.
* Involved in Service Oriented Architecture (SOA) of the claims processing system. Understand the As Is system and develop the To Be system concept and also prepare the Agile process maps.
* Successfully conducted JAD sessions, which helped synchronize the different stakeholders on their objectives and helped the developers to have a clear-cut picture of the project.
* Worked with stakeholders/vendors and major accounts regarding the implementation or connectivity related to EDI system.
* Tested the provider interfaces for NPI related changes in the project.
* Evaluated and verified services developed and performed User Acceptance Testing and production validation testing.
* Gathered, reviewed and recorded all the reported defects during user acceptance testing.
* Collaborate and communicate with the Project Manager and provide status updates in all the phases of the project till the project goes live.
* Developed and delivered communications per project plan and assisted project management function.
* Risk and issue identification and tracking, risk impact analysis
* Worked with vendors and service providers to enable resolutions and enhancements.

**Business Analyst** | **USAA, San Antonio, Texas**

01/2017 - 07/2018

**Responsibilities:**

* Collaborating with key stakeholders to identify key business assumptions and hypotheses around line of business strategy as well as evaluate and uncover strategic insights with attention to details related to Profit & Loss performance including Product Strategy, Pricing, Marketing, Sales, Credit Risk, Distribution Channels, and Member Experience.
* Responsible for documenting all epics, features and user stories for the project.
* Actively involved in validating the requirements and applying the agile framework throughout the SDLC. Used Agile and XP methodologies performed roles of Scrum Master following sprint sessions and used Rally software extensively to write User Stories, assign tasks to individual team members.
* Used data-driven problem-solving techniques to manipulate and interpret business results.
* Carefully translating findings into insights for strategy management and execution.
* Oversee all requirement analysis, use case identification, developing software requirement specification, workflows & wire frames of below projects.
* Created workflow diagrams for listing the steps in the workflow process.
* Used Jira tool to track issues shared between team.
* Managed it duties aligned to the project plan. IT contractor skills included Microsoft engineer, network architect, IT security GUI design & project development reviews.
* Made sure risks associated with business activities are optimally identified, measured, monitored, and controlled.
* Prepared and reviewed user manuals, installation & troubleshooting guides, and conducted training sessions.
* Used tableau visualization and data analysis for delivering actionable insights.
* Performed the UX/UI design and development reviews of desktop, web and mobile applications.
* Develop and implement test plans/scenarios to ensure successful delivery of a project.
* Used complete AGILE, Client /server architecture providing a well-balanced understanding of business relationships, business requirements, worked for financial and technical solutions and helped the team at all levels until final product release
* Interfaced with the client as part of requirements gathering and elicitation to finalize the project scope.
* Providing the status updates of the actions and completion of every action.
* Assisted the project owner to develop both high-level and detailed application architecture to meet user requests and business needs.

**Business Analyst** | **Medi script**

02/2013 - 12/2016

**Responsibilities:**

* Obtaining a thorough grasp of the business process being followed in the project environment.
* Extracting the business requirements from the end users keeping in mind there need for the application.
* Setup meetings, requirements gathering sessions, fit gap analysis sessions, JAD sessions and delivering presentations.
* Assisted in preparation of business documents related to financial data.
* Generated periodic reports for clients and for internal review.
* Helped users to debug operational issues related to usage of financial software and developed provider data management tool for professional providers to quickly update, validate and attest to the accuracy of their information on file.
* Support the data reporting tool environment and processes, data extract, transform and load (ETL) design and processes, reporting toolset configuration, implementation, and maintenance.
* Researched on adequacy, competency and compatibility of various software’s related to financial sector with our internal systems and submitted reports to the management.
* Was part of the change to IT systems i.e applications of the organization through IT change management.
* Helped in reviewing, analyzing and evaluating business requirements, user needs and functions with the objective of improving business processes and procedures.
* Encompassed strategic business research and analysis in developing business plans and market research in support of organization’s initiatives and future direction.
* Setting up Payer system that that determine service prices, collect payments, and handle claim.
* Worked with vendors and major accounts regarding the implementation or connectivity related to EDI system.
* Worked closely with team members and then examine existing business models and the flows of data in the business.
* Prepared and analyzed AS IS and TO BE 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.
* Worked closely with developers and a variety of end users to ensure technical compatibility and user satisfaction.
* Assisted developers with the data analysis and clarification of data and use cases if needed arranged meetings with stakeholders for any clarifications.
* Provide enhancements to existing programs, reports, forms, procedures and packages.
* Control and maintain user access via System Administration

**Technical Support Associate** | **Accenture**

12/2011 - 12/2012

**Responsibilities:**

* Addressing issues regarding Pixel devices and resolving them over chat.
* Helping Pixel users with details on regular Android updates to Pixel devices and resolving issues with updates.
* Processing replacements for Pixel devices.
* Helped Pixel users with applications support.
* Transferring of ownership of Pixel devices as per customer request.
* Used remote access (Screen share) to resolve issues with applications and updates on devices.
* Addressed battery issues and educated customers on how to save battery.
* Helped customers how to use latest features.
* Setting up Pixel phones.
* Resolving issues with Pixel stand
* Network connection issues.
* Charging issues – Pixel phones not charging
* Providing warranty options and supported countries
* Bluetooth issues on devices
* Sound issues on devices.
* Factory reset and backup data.
* Fixing screen that does not work through technical support
* Addressing device’s slow performance issues.
* Pixel speakers and microphones issues.
* Device safety issues – device is too hot.
* Addressing camera issues on devices and fixing them.

**Technical Support Associate** | **IBM Pvt Ltd**

08/2010 - 11/2011

**Responsibilities:**

* Taking inbound Calls for US Clients.
* Worked on MS Excel, Outlook, Word, Power Point
* Providing Technical Support for Desktop, Laptop
* LAN connection Issues, Juniper network &amp; VPN
* System related Issues
* Application Related issues
* Experience in handling Frustrated Customer’s
* Skilled to use Go to assist (remote access software)
* Identifying hardware and software solutions.
* Troubleshooting technical issues.
* Diagnosing and repairing faults.
* Resolving network issues.
* Installing and configuring hardware and software.
* Speaking to customers to quickly get to the root of their problem.
* Providing timely and accurate customer feedback.
* Talking customers through a series of actions to resolve a problem.
* Following up with clients to ensure the problem is resolved.
* Supporting the roll-out of new applications.
* Providing support in the form of procedural documentation and managing multiple cases at one time.