# Kruthika Chiduruppa

# Sr. Scrum Master/Business Systems Analyst/PO

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**Professional Summary**

* With over 12 years of extensive experience as a Business Analyst, Business Systems Analyst, Scrum Master, and Product Owner, I have successfully contributed to diverse industries including Oil & Gas, Retail, Banking, and Healthcare. I excel in leading cross-functional teams in Agile environments, driving continuous improvement to deliver high-quality products. As a Certified Scrum Master, I have over 5 years of experience facilitating Scrum processes, removing impediments, and ensuring team alignment with business goals.
* My expertise includes transforming business requirements into functional specifications, utilizing methodologies such as Waterfall, Agile, and Scrum. I am skilled in project management using tools like Azure DevOps, JIRA, and Confluence. Additionally, I bring a strong aptitude for data analysis and visualization, with extensive experience in SQL, Power BI, and technical documentation. My leadership skills include coaching and mentoring Agile teams, facilitating team-building activities, and conducting skill development workshops. I am also proficient in risk management and problem-solving, developing effective mitigation strategies to ensure project success. My passion lies in leveraging data to drive informed decision-making and deliver actionable insights to stakeholders, ultimately contributing to the success of the organization.

Key Skills

* **Agile Methodologies:** Proficient in Scrum, Kanban, XP, and Crystal. Skilled in facilitating Scrum ceremonies, including Sprint Planning, Daily Standups, Sprint Reviews, and Retrospectives.
* **Project Management Tools:** Expertise in using MS Visio, Azure DevOps, JIRA, and Confluence for tracking projects, creating dashboards, writing queries, and generating reports for executive meetings.
* **Data Analysis & Visualization:** Extensive experience in writing SQL queries, performing data analysis, and creating visualizations using Power BI.
* **Technical Documentation:** Highly skilled in writing BRD, FRD, Test Cases, Test Plans, and performing GAP analysis. Proficient in creating UML diagrams, including Use Case, Sequence, Activity, Data Flow, and Process Flow diagrams.
* **Communication & Stakeholder Management:** Excellent facilitation skills in conducting walkthroughs, surveys, 1:1 interviews, brainstorming sessions, and JAD sessions. Strong ability to collaborate with stakeholders, SMEs, and project teams to gather and document requirements.
* **Leadership & Team Building:** Proven ability to coach and mentor Agile teams, leading to increased productivity and team engagement. Skilled in facilitating team-building activities and skill development workshops, contributing to improved team dynamics and performance.
* **Risk Management & Problem-Solving:** Adept at identifying potential risks and dependencies, developing mitigation strategies, and resolving conflicts within the team. Strong analytical skills to track and analyze team performance metrics, providing actionable insights for informed decision-making.
* **Data Analyst Responsibilities:** Proficient in data collection, cleaning, and validation from multiple sources to ensure accuracy and consistency. Skilled in developing and maintaining dashboards, reports, and visualizations to provide actionable insights. Experienced in predictive modeling and statistical analysis to forecast future business performance.

**Experience**

**Sr. Scrum Master/Business Systems Analyst/PO June 2021 – Present**

***Chevron Corporation, Houston TX***

Chevron manufactures and sells a range of high-quality refined products, including gasoline, diesel, marine and aviation fuels, premium base oil, finished lubricants, and fuel oil additives.

**Global Drug and Alcohol Random Testing Application:**

* Defined the product vision and roadmap, gathered requirements from stakeholders, and prioritized the product backlog to ensure alignment with business goals.
* Facilitated all Scrum ceremonies including Sprint Planning, Daily Standups, Sprint Reviews, and Retrospectives, and removed impediments to ensure smooth progress.
* Conducted detailed analysis to understand business needs, created user stories, and developed comprehensive documentation to support the development process.

**Data & Insight Project:**

* Worked closely with business units and product owners to understand data needs and translate them into technical requirements.
* Led the integration of over 30 data sources into a self-service platform using Azure Data Lake Gen2 and Power BI, defining the vision and roadmap.
* Coordinated with the team to ensure timely delivery of increments, facilitated Scrum ceremonies, and coached the team on Agile best practices.
* Analyzed user requirements, created detailed data models and workflows, and developed documentation to support the self-service analytics platform.
* Collected, cleaned, and validated data from multiple sources to ensure accuracy and consistency in reports and analyses.
* Developed and maintained dashboards, reports, and visualizations using Power BI to provide actionable insights to stakeholders.
* Participated in the development of data governance policies and procedures to ensure compliance with data privacy regulations.

**GO308 Documentation Process Automation:**

* Prioritized the automation of the GO308 documentation process, gathered requirements, and managed the product backlog.
* Facilitated the Scrum process, coordinated team efforts, and ensured adherence to best practices.
* Conducted stakeholder interviews, created process flow diagrams, and developed detailed documentation to support the automation efforts.

**Verification & Validation Coaching Program:**

* Defined the vision and objectives for the verification and validation tool, prioritized features, and managed stakeholder expectations.
* Led the Scrum ceremonies, removed impediments, and ensured continuous improvement through retrospectives.
* Gathered requirements, conducted detailed analysis, and created user stories and documentation to support developing the tool.

**HSE Data Lake for Self-Service Analytics:**

* Developed the vision for the HSE Data Lake, prioritized the product backlog, and engaged with stakeholders to ensure alignment with business needs.
* Facilitated Scrum ceremonies, coached the team on Agile practices, and tracked progress to ensure timely delivery.
* Conducted data analysis, created data models and workflows, and developed comprehensive documentation to support the self-service analytics initiative.
* Collaborated with Product Owners to prioritize and manage the product backlog, ensuring alignment with business goals and stakeholder expectations.
* Coached and mentored Agile teams on Scrum best practices, leading to a 30% increase in team productivity and a more engaged collaborative team environment.
* Facilitated team-building activities and skill development workshops, contributing to improved team dynamics and performance.
* Served as a liaison between Scrum teams and external stakeholders, ensuring clear communication of project progress and requirements.
* Tracked and analyzed team performance metrics, such as velocity and burn-down charts, providing actionable insights to drive informed decision-making.
* Identified potential risks and dependencies during PI Planning and developed mitigation strategies, contributing to a reduction in project delays.
* Conducted predictive analytics to identify trends, correlations, and patterns within large datasets, supporting strategic decision-making.
* Ensured data quality by implementing validation processes and collaborating with IT teams to resolve discrepancies.

**Business Analyst/Data Analyst May 2019 – May 2021**  
***DTE Energy***

DTE Energy is a diversified energy company involved in the development and management of energy-related businesses and services nationwide.

**Energy Consumption Optimization Platform:**

* Led the development of an energy consumption optimization platform aimed at reducing energy costs for residential and commercial customers. Defined the product vision, gathered requirements, and prioritized features to align with business objectives. Conducted detailed analysis of energy consumption data, identified key areas for optimization, and developed user stories based on business requirements. Created functional specifications and collaborated with development teams to ensure alignment with business goals.
* Analyzed large datasets of energy consumption using SQL and Power BI to identify patterns and trends. Developed predictive models to forecast energy usage and recommend optimization strategies. Created dashboards and reports to visualize data insights for stakeholders.

**Customer Engagement and Retention Program:**

* Managed the development of a customer engagement platform designed to enhance customer satisfaction and retention. Prioritized product backlog, coordinated with stakeholders, and led sprint planning sessions.
* Gathered and documented business requirements through stakeholder interviews and workshops. Conducted GAP analysis to identify areas of improvement and proposed solutions to enhance customer engagement.
* I collected, cleaned, and analyzed customer data to understand behavior patterns and preferences. Utilized data visualization tools like Tableau to present insights and support decision-making. Developed metrics to measure the effectiveness of engagement strategies.
* Defined product vision created and prioritized product backlogs, and ensured alignment with business objectives. Led sprint planning and review sessions, managed stakeholder expectations, and ensured the delivery of high-quality products.
* Conducted requirement gathering, process analysis, and documentation. Developed functional specifications, use case diagrams, and workflows. Collaborated with developers, QA teams, and stakeholders to ensure successful project outcomes.
* Collected, cleaned, and analyzed large datasets to extract actionable insights. Developed predictive models and conducted trend analysis using SQL, Python, and Power BI. Created Participated in the development of data governance policies and procedures to ensure compliance with data privacy regulations.
* Enhanced data-driven decision-making processes by implementing robust data analysis and visualization tools, leading to more informed strategic planning.

**Sr Business Systems Analyst May 2017 – Jun 2019**

***Quantum Reservoir Impact International LLC - Houston, TX***

Quantum Reservoir Impact (QRI) is an advisory firm helping oil and gas companies increase their production, reserves and capital efficiency through best-in-class Reservoir Management.

**Analytics Dashboard Application:** The scope of the project was to create an application to an investment bank – Lazard to determine whether they can proceed with a loan request for a given Well or Reservoir in minutes. The application was developed to improve the banking process and accuracy of the data provided.

**Executive Dashboard Application:** The project's scope was to create and develop an Executive dashboard application for the organization to track the projects downtime, employee hours and revenue generation, overall resource usage on a specific project.

* Collaborated with Product Owner / Stakeholder, SME, developers and quality assurance team assurance by conducting JAD sessions and 1:1 interview to gather requirements.
* Prepared project vision and project scope document along with the scrum master and other team members.
* Scheduled and conducted interviews with business users, reviewed systems environment and functionality, researched and analyzed business processes and obtained signoffs.
* Designed and developed project document templates based on Scrum to manage deliverables and expedite product release.
* Wrote user stories and acceptance criteria for the Analytics applications.
* Worked with the MDM consultant, stake holders and SME to gather requirements and provide solutions.
* Managed and prioritized user stories using JIRA. Worked with the development team to identify blockers and provide resolution.
* Created **Use Case diagrams and documents, Workflows** to explain the functionality of the system.
* **Conducted JAD sessions** with business users and Subject matter expert and stakeholders to define project scope, to identify the business workflows and determine whether any current or proposed systems are impacted by the new development efforts.
* Used **MS Visio and Lucid Charts** for Use Case Flow Diagram and Design Documentation.
* Created a Requirements Traceability Matrix (RTM); kept track of product backlog, sprint backlog, and time estimates using agile tools like Azure DevOps and JIRA.
* Analyzed **API (SOAP and REST API's);** validated XML, identified enhancement features.
* **Created data flow diagrams, data mapping from Source to stage and Stage to Target mapping documents** indicating the source tables, columns, data types, transformations rules required, data definitions and business rules to be applied.
* **Developed views, functions, stored procedures, and packages using T-SQL** to transform data between source staging area to target staging area.
* Created **SQL queries** to perform data validation and data manipulation operations.
* Work closely with the reporting team to support the design, development, and QA **to build Reports and Dashboards**, while working with the business to understand requirements and assist with the roll out of new and enhanced reports.
* **Coordinated UAT with the business** and **QA Team for testing activities** across multiple systems.

**Sr. Business Systems Analyst Feb 2016 - Apr 2017**

***Optum - Minnetonka, MN***

Optum is a health information technology and services firm which provides technological, operational and consulting solutions and services to individuals, healthcare organizations, pharmaceutical companies as well as the federal and state governments. The scope of the project was to develop a clinical based application for UHC vendor Altruista. HCBS is a Home and Community based Services application which was developed to accept Prior Authorization requests in EDI278 X12 format. The functionality of the HCBS application is to extract the EDI278A request data into the HCBS fields which will be available for the care manager to review and decide whether the case is approved or rejected.

* Used Agile software development methodology in defining the problem, gathering requirements, development iterations, business modeling and communication with the technical team for development of the system.
* **Facilitated Joint Application Design (JAD) sessions** with stakeholders and Subject Matter Experts (SME) to identify business rules and requirements and document them in a format that can be reviewed and understood by both business and technical people.
* Involved in converting existing business requirements into User Stories and created business process models from same documents.
* Participated in Daily **Agile Scrum "Stand-up", Biweekly Sprint Planning and Retrospective Sessions** and updated the team on status of upcoming User Stories.
* Created Data/Process Flow Diagrams, Sequence Diagrams, Use Cases Diagrams using UML methodologies for easy understanding.
* Participated in Product Backlog Grooming Sessions and assisted the PO in slicing epics into stories and then prioritizing the stories.
* Designed and implemented basic SQL queries for QA testing and report / data validation.
* Worked with the ETL developer to create Source to stage and Stage to Target Data mapping documents indicating the source tables, columns, data types, transformations required and business rules and logic to be applied.
* Facilitated meetings between development and technical team in deciding the batch processing method for extracting, transforming and loading (ETL) the data into target database using MS SSRS.
* Wrote test plan and executed various levels of User Acceptance Test, Regression and Integration Testing using test cases to prove that the system conformed to specifications of business and quality requirements.

**Business Systems Analyst Jun 2015 - Dec 2015**

***US Bank - Minneapolis, MN***

U.S. Bank is one of the largest banks in United States provides banking, investment, mortgage, trust, and payment services products to individuals, businesses, governmental entities, and other financial institutions. The scope of the project was to develop and enhance their Integrated Online Portfolio Management System, a web-based application, which includes individual’s Bank Accounts, Credit Cards, Loan Accounts, Investments and Real Estate, spending, income, asset planning & financial goals all at one place. The Portfolio management system has integrated personal financial planning tools also. Users can get a view of their comprehensive account summary that shows the portfolio value, cash balance, and securities held in all US Bank accounts. The project also gives detailed information about an account holder such as portfolio holdings, transaction reports and historical information.

* Gathered user and business requirements through open-ended discussions, brainstorming and prototyping. Assigned priorities to all the requirements.
* Responsible for converting the business requirements into functional and non-Functional requirements.
* Worked with Senior Management team to define company’s annual project portfolio and supporting control processes for approval by CEO and Board of Directors.
* Prepared Business Requirement Document and then converted Business requirements into Functional Requirements Specification.
* Analyzed business requirements and segregated them into Use Cases. Created Use case diagrams, activity diagrams, Sequence Diagrams.
* Created project Prototype using Balsamiq for better visualization and understanding of the software solution.
* Facilitated JAD sessions with management, users and other stakeholders to define the project and to reduce the time frame required to complete deliverables.
* Designed and implemented basic SOL queries for QA testing and report/ data validation.
* Assisted the QA team in designing the test plan and test cases. Performed User Acceptance Testing (UAT).

**Business Analyst Sep 2013 - May 2015**

***The Home Depot - Atlanta, GA***

Home Depot has been pouring resources into its e-commerce infrastructure by adding functionality for customers to buy products online and pick them up at stores, with the latest addition being national capability for direct delivery from stores rather than fulfillment centers.

**Redesigned Homedepot.com for Web and Mobile:** The scope of the project was to completely reengineer the homedepot.com to capture the much-loved Home Depot in-store experience in a convenient, digital platform. Some of the major enhancements were fresh design and layout, easy navigation and personalization of the application.

**Retail Task Manager:** The project's scope was to streamline the communication system between the corporate and store units and improve execution and operational consistency. The project involved developing a web-based application using Java-based technologies which would replace the then existing communication system mainly through e-mail and physical mail.

* Engaged in Waterfall Methodology along with other BAs, Business Architects, Application Architects, Developers, and Testers.
* Created project charter by considering scope and schedule of the project.
* Performed requirement analysis by gathering both functional and Nonfunctional requirements based on interactions with the process owners & stakeholders
* Prepared high level and detailed functional specification documents and reviewed with business teams and technical teams
* Facilitated JAD sessions and conducted interviews for eliciting requirements for various Business Intelligence reports and created documents for analyzing and visualization of data collected from disparate source systems.
* Ensured requirement traceability by maintaining Requirements Traceability Matrix to avoid scope creep.
* Prepared Workflow diagrams, Gap Analysis - 'As-Is' and 'To-Be' scenarios, designed new process flows and documented the existing business processes and scenarios.
* Monitored and tracked project schedule, work plan, and budget for business area to ensure project meeting targeted dates and goals by conducting weekly meetings.
* Managed Project Activities such as Issue and Change Management, coordinating changes to business and application architecture deliverables, assistance in testing.
* Performed Functional and UAT testing before the system went live.
* Involved in creating User Manuals and training users for the applications built.

**Business Analyst Feb 2012 - Jun 2013**

***Apollo Munich Health Insurance - Hyderabad, India***

Apollo Munich Health Insurance, a provider of leading-edge health care services, initiated a major project to revamp their existing IT Service Desk which was facing a lot of criticism from both the internal and external stakeholders of the company. The objective of the project was to create a state-of-the-art dynamic environment which would not only cater to the various issues raised on a day-to-day basis but also provide an online knowledge platform which facilitated self-learning via user manuals and demo video clips.

* Used Waterfall software methodology in gathering requirements for automating and streamlining order processes for the business.
* Gathered requirements from the business team, IT team, end users (both internal and external) using interviews, survey questionnaires, feedback questionnaires, on site visits and requirement gathering meetings.
* Created Use Case diagrams, Activity Diagrams, Data flow Diagrams using UML modeling tools like MS Visio.
* Conducted walkthroughs with the end users and stakeholders to gather the modification requests to change or upgrade the business specifications for the product and ensure that the developers were updated.
* Conducted Data Analysis to identify critical areas for testing
* Conducted User Acceptance Testing (UAT) to make sure that all the business requirements were catered to the application.
* Performed Defect/Bug tracking and logged down defects in Defect Log and systematically managed them and made sure they were solved in the next release.
* Identified technical error scenarios and created user friendly messages.
* Created Knowledge Articles and Items which are FAQ's written for Call Center Representatives.
* Lead business initiatives including brainstorming on new functionality for current systems.

**Skills**

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| **Business Skills** | Waterfall, Agile, Requirements Elicitation, User stories, Wireframes, Process Flows & Use-Case Diagrams, FRD, Root-cause analysis, Gap Analysis, Workflows and data mapping documents, UAT |
| **Operating Systems** | Windows, MacOS, Linux, Android, iOS |
| **Languages** | C/C#, Java Script, HTML, XML/XSD, SQL /PL SQL |
| **Tools** | MS Office Suite, MS Project, Requisite Pro, ClearQuest, MS Outlook, ClearCase, DOORS, MS Access, SAP Business Objects, Azure DevOps, Jira, Confluence, Rally, SOAP UI, RESTFUL |
| **Reporting Tools** | TABLEAU Power BI, Crystal Reports, SAP |
| **RDBMS** | Microsoft SQL Server 2008/2005/2000/7.0, MS-Access 97/2000/2003, PL/SQL, MS SQL |
| **DATAWAREHOUSING** | SQL Server 2008/2005/2000, SQL Server Integration Services (SSIS), SQL  Server Analysis Services (SSAS), SQL Server Reporting Services (SSRS), OLAP, OLTP, SQL\*Plus, SQL\*Loader |

**Education**

* Master of Science in Information Technology Management - Saint Mary’s University of Minnesota