**Rajee Nadendla**

**Business Analyst**

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**Professional Summary:**

* Business analyst with around 12 years of experience successful at responding to shifting business needs and priorities in systematic and effective way.
* Experience in leading and executing complex projects across a variety of industries.
* Proven ability to gather, analyze and document business requirements and design solutions with focus on creating user friendly and effective solutions.
* Excellent communication skills and interpersonal skills, with ability to bridge the gap between business and IT.
* Experience in using data warehouse tools and technologies to extract, transform, and load data (ETL).

**Education Details:**

* Master of Business Administration from Campbellsville University 2021, Kentucky, USA.
* Master’s in information systems technologies from Wilmington University, Delaware, USA.
* Bachelor of Technology in Electronics and Communication Engineering from DRKIST, India.

**Certifications:**

* SAFe 4 Scrum Master (4.6)

**Key Skills:**

* Business planning
* Data analysis
* Web based reporting tools.
* Forecasting and planning
* Cross functional Coordination
* User Acceptance testing

**Technical Skills:**

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| **Methodologies** | Waterfall, Agile, Scrum |
| **Business Skills** | Business Process Analysis, Gathering and Documenting Requirement, Defining the release estimates |
| **Microsoft Application/Tools** | Microsoft Office Suit, Visio |
| **Programming Languages** | SQL |
| **Automated Tools** | Web Driver, Selenium, Quick Test Professional (QTP), Load Runner, Renorex |
| **Project Tracking Tool** | JIRA, HP Quality Center, HPALM, ServiceNow, Azure DevOps, Rally |
| **Languages/Standards** | SQL, Python, Linux |

**Work Experience:**

**Credit Acceptance Corporation May 2022- Present**

***Lead Business Analyst***

**Responsibilities:**

* Worked closely with business users and vendors (Comerica Bank, Citizen’s bank) to gather the requirements and documented/managed highly complex requirements for large projects in ServiceNow.
* Worked as a lead BA for Real Time Payment Dealers (RTP) and acted as a Project Manager by involving in Project kickoff, initiation, define and refining phase. Prepared Gantt chart and finalized the launch for pilot and full launch.
* Worked on various enhancements related to Dealer Financial and Oracle Financial Cloud Application related to Account Payables and Receivables modules.
* Acted as Scrum Master and conducted all scrum ceremonies. Conducted UAT and documented the findings.
* Gathered and analyzed business requirements for API development projects, working with stakeholders to understand their needs and translate them into technical specifications.
* Worked with development teams to ensure that APIs were implemented as per requirements.
* Developed and maintained API documentation, including user guides, reference materials, and tutorials, resulting in a 50% reduction in support tickets.
* Conducted meeting and ensured all the updates are done in the Gantt chart till the Project went LIVE.
* Ensured Real Time Project went live, and dealers started receiving payments in real time.
* Ensured BI team and business users were able to generate multiple reports for business and audit purposes.
* Conducted smoke testing for every Oracle upgrade of the Oracle Financial Cloud application.
* Ran SQL queries every month to ensure the Dealer Financial and Oracle Financial Cloud data matches.

**Environment:** MS Office, Visio, SQL, Share Point, ServiceNow, Confluence.

**LA Unified School District October 2021- April 2022**

***Business Analyst/Scrum Master***

**Responsibilities:**

* Updated all the workflows for different screens in the MISIS application.
* Led discussions and reviewed the requirements with stakeholders including the internal team and clients.
* Gathered and documented requirements for SPED Private School, Referral screens, Student Laon, and Independent Study.
* Updated the technical specification documents for all the defects reported in the production environment.
* Designed and documented API use cases and user flows, ensuring that APIs were aligned with business goals and met the needs of users.
* Troubleshooted and resolved API defects, working with development teams to identify and fix issues.
* Developed and maintained API documentation, including user guides, reference materials, and tutorials, resulting in a 50% reduction in support tickets.
* Implemented UAT activities in coordination with business users.

**Environment**: MS Office, SQL, SharePoint, ServiceNow, Confluence.

**Cognizant November 2019- September 2021**

***Business Analyst/Scrum Master***

**Responsibilities:**

* Worked closely with business users in gathering business requirements and converting them into Epics, Features, and User Stories.
* Worked on Sale Up, Drain Free software, Remote Pickup, Remote configuration settings, Auto Software update, Contactless Phase-1, and Contactless Phase-2 requirements for the Bobcat Dispenser Unit.
* Translated business requirements into technical specifications for the data warehouse, including database design, ETL processes, and performance requirements.
* Worked on Equipment Management Portal requirements by defining the user groups and payment modules in the portal.
* Worked with development teams to ensure that APIs were implemented according to specifications and met all requirements.
* Ensured all the Bobcat Dispenser Unit are labeled, maintained, and tracked in data warehouse.
* Generated numerous reports using the OBIEE tool based on customer requirements.
* Conducted UAT demo, documented findings in UAT Summary Report, and gained approvals from sponsors.

**Environment**: Agile, Visio, SQL, SharePoint, ServiceNow, Confluence, DataLake, OBIEE tool, Manufacturing and Data Warehouse.

**Kohl’s, Milpitas, CA May 2019- October 2019**

***Sr. Business Analyst/ Product Manager***

**Responsibilities:**

* Ensuring products met or exceeded client expectations. Experienced in gathering feedback and requirements; communicating needed changes to the development team; and overseeing seamless, high-quality rollouts to on-time and on-budget conclusions.
* Responsible for clarifying needs with the teams (Development, UX, QA) and removing roadblocks identified by the teams to deliver the solutions. Interact with partners (e.g., internal technology organizations) as necessary to resolve issues.
* Responsible for user acceptance testing and rollout for our KLINK products. Worked on catalogs for Hallmark, Fanatics, Under Armour, and Nike Requirements and ensured the products were listed and displayed on the KLINK site. Worked on product listing, product details, and search on the KLINK vendor portal.
* Successfully implemented cloud migration of the entire system and retired all the legacy Oracle data centers.
* Worked with Data warehouse team in maintaining, distributing, and tracking the stock at data warehouse.
* Responsible for prioritizing production issues for point and monthly releases to reduce productivity loss.

**Environment**: Agile, MS Office, Confluence, JIRA, PMDM, Cloud PMDM, Manual Testing, Supply chain, Data Warehouse.

**GE Transportation, Melbourne, FL July 2018- April 2019**

***System Analyst***

**Responsibilities:**

* Capable of analyzing customer requirements and positioning the right services to solve the customer’s business challenges.
* Worked with multiple teams to make design and development changes during the manufacturing process of signaling equipment, and locomotive products. Ensured the products are maintained in the data warehouse and tracked in the shipment process.
* Conducted testing on software and hardware products to understand the changes needed and documented the details.
* Identified risks and issues, performed root cause analysis, and provided solutions/recommendations to the respective team.
* Performed testing using Renorex automation and reported issues during Testing, and UAT.
* Ensured all the products were manufactured as expected and gave a demo to the end customers before the shipment was packed and ready to dispatch.
* Single point of contact for Business Management between GE and Norfolk Southern (Customer), responsible for solving production issues on time.

**Environment**: Agile, MS Office, XML, SQL, Rally, HP-ALM, Renorex, Manufacturing and Supply chain.

**XPO Logistics, Richland Hills, TX Dec 2017 –June 2018**

***O2C Business Analyst***

**Responsibilities:**

* Analyzed and Documented Business Requirement Documents, Functional Specification Documentation, and System Requirement Documentation.
* Created Test plans, managed team members, assigned tasks, and conducted meetings. Identified test cases after going through the documents provided developed systematic procedures for each test case and reviewed the test cases. Worked on Payment-related Collections, Corrections, Invoices, Payments, and many other financial modules.
* Used JIRA as the defect-tracking tool. Updated JIRA with all the changes made to the test case and closed it when all the requirements were met as specified. Reported defects to the developer and discussed the issues in weekly status meetings. Prepared user documentation with screenshots for UAT (User Acceptance testing).
* Single point of contact between Project Management and IT groups from Requirement Gathering, Solution planning, and Analysis, to Post-Production testing, UAT, and Post Go-Live Support.

**Environment**: JIRA, Confluence, SharePoint, SQL, Order to Cash Management.

**KCPL (Kansas City Power and Light Company), Kansas City, MO July 2017- Dec 2017**

***Sr. Business Analyst***

**Responsibilities:**

* Gathered and analyzed business requirements and translated these needs into Functional specification documents.
* Supported the IT team in creating functional specification documents for the design, development, and implementation of the project.
* Coordinated between the BI Team and Configuration Team to help understand billing components for Reporting.
* Developed documentation for Tax and Accounting Reports (Adjustment Details, GL Activity, Utility SA by GL, Customer Deposit, Large Customer Usage, Billing Components by Rate, and Tax Exemptions) used by the BI Team.
* Developed Franchise Tax, Sales Tax, Miscellaneous Billing, GL Interface, Revenue by Rate, Payment on WO Reports. Tested and validated all OBIEE and BI Publisher Reports using SQL queries against the Customer Care and Billing System.
* Extensively involved in testing software applications and reporting bugs.
* Worked Closely with the BI Team to transfer CCB knowledge and ensure they delivered reports in a timely manner.

**Environment**: Agile, Customer Care & Billing (CC&B), OBIEE, BI Publisher.

**Augment Soft Sol, India; Business Analyst June 2012 to Dec 2015**

**Value Labs, India; *Business Analyst*  July 2009 – April 2012**