**SATHYA KAPAGANTHU**

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**Professional Summary**

PMP certified IT consultant with over 8 years of experience, specialize in business analysis, service management, and team leadership, particularly in healthcare, banking, and service delivery sectors. Expertise spans various areas, including test data management, API testing, and documentation using tools like Postman. Comprehensive understanding of methodologies such as Agile/SCRUM, Waterfall, and RUP.  
  
Excel in implementing IT processes, including incident and problem management, change management, and utilizing tools like ServiceNow. Additionally, I have a strong background in requirements gathering, user story creation, backlog management, and documentation (BRDs, FRDs, etc.), ensuring alignment between business needs and technical solutions.  
  
Proficiency extends to conducting JAD sessions, GAP analysis, and cost-benefit analysis, as well as facilitating meetings and coordinating project activities. Actively engage with stakeholders and SMEs to fulfill project goals and objectives, driving efficiency and effectiveness within organizations.  
  
Moreover, hands-on experience in the SDLC, collaborating with designers and developers to ensure functional implementation of business requirements. Possess a keen ability to delve into details, quickly grasp new systems or requirements, and manage multiple projects simultaneously while maintaining high-quality standards

**Skills**

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| **MS Office Suite: Excel Expert, Access, PowerPoint, MS Word, Microsoft Project, MS Visio and wireframe, Power BI, Azure** |  | **Data analysis Tools: Bloomberg, Price sensitivity analysis, Variance analysis, Trending & statistical analysis, template & procedures, @Risk, sensitivity analysis, stress analysis, volatility analysis, tornado graphs, Hyperion** |
| **Others: Oracle Financials, Cognos, Operating & strategic planning, Staffing model & resource planning, Capital IQ, SharePoint, Databases, postman, confluence, JIRA, Tableau, QlikView, ALM, ClearQuest, Azure Devops** |

**Work History**

**Associate Business System Analyst**, 02/2022 to Current

**Centene** – Saint Louis, MO

* Responsible for evaluating tickets/issues reported by business users, team members
* Ensure tickets are tracked, analyzed, and resolved
* Proactively communicate issue status to stakeholders
* Experience Azure devops and evaluating tickets
* Liaise with cross-functional teams (Development, Quality Engineering, Release Management, and Operations) for continual product delivery improvements
* Ensure that service meets company quality security and compliance standard, providing documentation for ongoing support and maintenance of systems
* Analyze business systems work associated with change requests (CRs), projects, assessments, and obtaining final sign off for projects
* Integrated tools with ServiceNow applications utilizing Mid server and email technologies
* Assisted in API testing using Postman to check if APIs are returning data
* Prioritizing API function call for testers and documenting API according to system, Performance, and experience.
* Oversaw round-the-clock rotational support for monitoring alerts and services affected, utilizing PagerDuty and Uptime Robot

**Lead Business System Analyst**, 10/2020 to 01/2022

**Charter Communications**

* Performing system analyses on software programs, Applications, and web-services
* Gathered functional and business requirements by conducting JAD sessions
* Followed UML methodology to Create UML Diagrams including Use Cases Diagrams, Activity Diagrams, Sequence Diagrams, Data Flow Diagrams (DFDs), ER Diagrams using Rational Rose and MS Visio
* Facilitated meetings with developers, system analyst and testers to collaborate resource allocation and project completion using MS Project
* Designed and implemented basic SQL queries
* Determining system efficiency and functionality by liaising with internal departments and end users
* Served as liaison between functional and technical team
* Acted as bridge between business teams, technical teams and user representatives; Gathered business and system requirements, both functional and non-functional after conducting extensive user interviews with stakeholders and end users
* Work with global management team to deliver cohesive and coordinated development strategies
* Manage planning, developing, testing, and implementing all software application changes by system development staff
* Efficiently integrating new systems, programs, and applications with business operations and services
* Plays leadership role promoting improved inter-departmental communications and relationships through effective project communications and practices
* Analyzing and improving performance of web-based customer portals and support services
* Working collaboratively within agile, fast paced team to deliver process improvement
* Participate in activities designed to improve customer satisfaction and business performance
* Provide support to business development initiatives
* Tolerance for repetitive work in fast-paced, high production work environment
* Ensuring end-user proficiency with new systems, Programs and applications across departments
* Provide timely, proactive communications to stakeholders on significant issues and developments
* Set up queues, users, workflows
* Create and manage process documentation
* Define and communicate roles and responsibilities of information security throughout organization to establish clear accountabilities and lines of authority
* Establish and maintain incident escalation and notification processes to ensure that appropriate stakeholders are involved in incident response
* Establish and maintain integration among Incident Response Plan, disaster recovery plan and business continuity plan.

**Senior Business Analyst**, 08/2018 to 08/2020

**State of NY (Dept of Taxation & Finance)**

* Gather, analyze and documenting business requirements
* Prepare functional and detail system design documents
* Experience testing of configuration of Agate core, determining and documenting root causes and effect of identified issue
* Work with business users in developing high quality documentation of current 'as is' processes, including capturing process objectives, design decisions, and process/workflow requirements
* Experience managing workflow systems and assist in development of application workflows
* Partner with department management to evaluate and make recommendations to update department workflows, processes, and procedures to improve productivity
* Experience of business analysis and regression testing
* Prepare financial and market intelligence and generating periodic reports
* All phases of testing (i.e., system, integration, user acceptance and pilot) including creation of use cases and test condition and review of output
* Build Platform features, user stories, and maintain backlog with priorities, using Rally and JIRA platforms; Drive HLD, Low Level, and Integration (SOAP, REST, JSON, XML etc) Designs
* Identify data patterns and trends in available information sources
* Write, trouble-shooting and running basic and complex SQL queries
* Systems analysis, testing and implementation of web-based system
* Mapping data elements from source to target schema
* 12 months experience performing requirements gathering, business analysis, and cutover planning and execution specific to configuration of Agate core
* DB2 experience working with large databases
* Systems analysis for multi-tiered transactional system
* Experience building relationship and partner with business and help drive conversations
* Experience in creating BRD and FRD
* Write use cases for BRD's and collecting meeting minutes
* Work on web-based tool ALM (Application life cycle management) that helps organizations to manage the application lifecycle right from project planning, requirements gathering, until testing & deployment.

**Senior Business Analyst**, 07/2017 to 08/2018

**MaxisIT**

* Defined, analyzed and documented requirements at program level that can help fulfill business goals and objectives
* Standardize and document workflow procedures and implement same ensuring timely and accurate distribution of work packages
* In conjunction with BI team and other application vendors, identified data inconsistencies, data download issues, or other possible areas of concern, assessed potential impact and recommended/implemented mitigation strategies
* Maintained and developed databases and analytics utilized for strategic and business planning efforts, decision-making and improvement opportunities, including regularly scheduled electronic data imports and uploads
* Performed management responsibilities including, but not limited to hiring decisions, coaching and development, performance management and staff productivity
* Planned, organized, staff, direct and control day-to-day operations of department; develop and implement policies and programs as necessary
* Met with key stakeholders to present, review and interpret data output to improve operational performance, support decisions, and enhance planning efforts
* Performed data analysis and data validation to ensure accurate reporting results
* Coordinated with users, technical analysts, and other IT staff to monitor system data integrity and to coordinate corrections to either data or resulting queries and reports
* Lead or participated in organizational performance improvement activities
* Responsible for creating, analyzing and reviewing business requirements system specifications
* Gathered user and business requirements through interviews, surveys, prototyping and worked with team to identify gaps and defects
* Grooming user stories and defining user acceptance criteria for Base Data management project
* Conducted user story workshops
* Conducted JAD sessions with management, SME's, users' other stakeholders for opening and pending issues and participated in identification, understanding and documentation of business requirements
* Acted as liaison between technical team and business clients to accomplish application enhancement and production
* Assisted in modeling UI wireframes, mockups and documenting end user's and TO-BE business process
* Retrieved data using SQL queries and did data mapping and data analysis
* Created team specific agile process flow in JIRA to move tasks from one activity to other
* Coordinated and tracking all projects for seamless releases using project management system JIRA as well as JAMA
* Participated in Agile cadence such as scrum standup meetings, backlog grooming session, review and retrospective meetings
* Assisted project manager in setting realistic expectations in evaluating impact of changes on organization and plans accordingly and conducted project related presentations.

**Business Analyst**, 03/2016 to 07/2017

**NYCB**

* Performed data analysis in excel on various products to reconcile trades between general ledger and credit risk system that flow from source system (front office trading system) to ledger and credit risk system
* Gathered data from variety of sources for analysis purposes including financial statements (Balance Sheet, Income Statement, Cash Flow) and risk systems etc
* Researched on t breaks and interacted with Front office, Middle office, credit risk team, financial controllers, collateral teams to find out reasoning for missing trades, differences in mark-to-market, counterparty etc
* Analyzed (thoroughly) valuation engines and models which calculated and made sure correct/latest are in place on specific close of business date as it is used to calculate credit risk exposure
* Prepared reports for FED to represent by product type what all trades are reconciled and depict percentage of trades reconciled on mark to market, counterparty, notional to show progress and compare with target
* Extensively worked with KPMG Audit team and prepared presentation, adhoc and monthly reports on reconciliation by source system and by product type
* Performed manual reconciliation for multiple close of business dates for 5 product types and define rules to automate source system trade reconciliation between credit risk system and general ledger
* Prepared extensive functional requirement document, business requirement document to explain logically how to explain trade breaks and explain business reasoning
* Performed Resource planning, project planning, laid out mitigation plan and monitored progress closely through work group meetings during SDLC - Development, QA, UAT and PROD
* Prepared weekly and monthly deck, discussed with senior managers on progress of project and how much percentage of trades are reconciled and explained reasoning on breaks.

**Education**

**CBAP certification**: 08/2017

**University of Bridgeport** - Bridgeport

**Master's Business Administration**: 01/2017

**University of Bridgeport** - Bridgeport, CT

**Bachelor of Commerce**: Accounting, 01/2014

**Osmania University** - Hyderabad, India

**Specialization**

EMR Products, Claims Processing, EDI270, EDI271, EDI837, EDI835, EDI824, Clinical Trials, RAVE, ACRF, CRF, EDC, Metadata, Protocol, SAP, HIPPA, ICD9, ICD10., Fixed Income: Treasury, Agencies, Mortgaged Backed Securities (CMOs, Pass-Through Securities, Dollar rolls, Pools), Interest Rate Derivatives (Caps, Floors, CDS, TRS), Options, Futures, Corporate Bonds (High grade, High yield, Emerging markets), Money market and REPOs mark to market valuation, Basel I II III, Recommending solution, Business & Functional requirement documentation, Project Planning & Tracking, Task Management, Effort Estimation/Budgeting/Resource, Allocation, SDLC Methodology - Agile & Waterfall, Sprint planning & Scrum master, Managing Technical debt

**Certifications**

PMP Certified

* Originally Earned 23 April 2024