**SAI PRANEETH**

Employer Email: [Gangadhar.potham@vrproit.com](mailto:Gangadhar.potham@vrproit.com)

Mobile : +1 501-500-0120 Ext: 1012

**Profile Brief:**

A highly motivated and results-oriented Business Analyst with 8+ years of experience delivering impactful analysis and driving successful projects across diverse industries. Proven ability to foster seamless collaboration between business and IT stakeholders, adapting to various methodologies and elicitation techniques to capture comprehensive requirements. Possesses in-depth knowledge of finance, insurance, and regulatory compliance domains, coupled with expertise in UML modeling, technical documentation, and project management. Skilled in utilizing various tools like MS Office Suite, Visio, JIRA, and test case management tools. Demonstrates a passion for continuous learning and improvement, committed to delivering high-quality work, exceeding client expectations, and driving process efficiency gains.

**Profile Summary**

* 8+ years of experience as a Business Analyst, delivering impactful analysis across diverse industries (medical, pharmaceutical, finance, supply chain logistics).
* Strong collaboration skills fostering seamless communication between business and IT stakeholders.
* Proven ability to adapt to various methodologies (Waterfall, Agile) and elicitation techniques (interviews, questionnaires, brainstorming) for efficient requirement gathering.
* **Expertise in:**
  + Domain knowledge: Mortgage banking, credit approval systems, investment banking, property & casualty insurance, risk management, policy administration.
  + Regulatory compliance: Anti-Money Laundering (AML) norms and consolidations.
  + Technical skills: UML modeling (class/object diagrams), system design, requirement traceability matrices (RTM).
* Proficient in various tools: MS Visio, MS Office Suite, JIRA, test case management tools.
* **Experience in:**
  + User interface (UI) design and review.
  + Test case development and user acceptance testing (UAT) execution.
  + Data analysis and reporting using SQL.
  + Project management, including planning, tracking, and risk mitigation.
* Highly motivated and results-oriented with a keen eye for process improvement and efficiency.
* Lifelong learner passionate about staying current with industry trends and best practices.
* Committed to delivering high-quality work and exceeding client expectations.
* Extensive expertise in the Banking Industry, spanning Project Finance, Credit Card Services, Mortgage Loan Origination, Loan Servicing, and Treasury Services including ACH and Wire Transfers.
* Proficient in Commercial and Retail Banking, Asset and Wealth Management, Cash Management, and Capital Markets.
* In-depth understanding of Credit Risk Fundamentals and experience in AML norms and consolidations, including customer reporting and flagging mechanisms.
* Skilled in enhancing Customer Due Diligence mechanisms through API integrations and refining in-house system workflows.
* Proficient in Requirement Management, including gathering, documenting, verification, validation, analysis,

and design.

* Proficient application of ITIL principles (ITSM foundation level certification).
* Sound knowledge of IT Infrastructure components such as Cisco Switches & Routers, Windows Servers, etc.
* Familiarity with IT Service Management tools like ServiceNow and Front Range, aiding support for IT teams and management endeavors.
* Experience in working with Information Security teams to ensure compliance of IT processes and documentations.
* Contributed to facilitating Scrum ceremonies, including Product Increment planning, sprint planning, daily stand-ups, grooming sessions, sprint demos, retrospectives, and team-building activities.

**Technical Skills:**

**Business Tools**: MS Visio, MS Project, MS Access, SharePoint, Salesforce-Service Cloud, MySQL, SQL

**Business Skills**: Requirement Prioritization, Business Process Analysis, Gap Analysis, Business Intelligence & Analysis, Wireframe and Prototype, Test Case Documentation

**Methodologies**: Agile, Waterfall, SDLC, RUP, OOAD, UML & Business/Data Modeling

**Testing Tools**: JIRA, Load Runner, Test Director, Quick Test Pro, HP Quality Centre, Silk Performer.

**Certifications:**

* JIRA Certified
* Six Sigma Certified.

**Professional Experience:**

**Verizon, Irving, TX - Senior Business Analyst: Aug 2022 to Present.**

**Project Scope:**

This project experience encompasses diverse implementations across the financial services and healthcare sectors. Projects include a new trading platform, a mobile banking application, and an electronic health record (EHR) system. The overarching goals were to enhance operational efficiency, user experience, and data-driven decision-making, while ensuring regulatory compliance. Key deliverables included requirements documentation, user stories, business process models, and user training materials. Success was measured by meeting requirements, on-time and within budget completion, user adoption, and achieving desired business outcomes like improved efficiency and customer satisfaction.

**Key Responsibilities and Achievements:**

* **Requirements Gathering and Analysis**:
* Led and participated in requirement gathering workshops for a new trading platform, utilizing various elicitation techniques like JAD sessions and interviews.
* Collaborated with healthcare providers to define requirements for a new electronic health record (EHR) system, ensuring alignment with patient care workflows and regulatory compliance.
* Developed use case diagrams and user stories to capture functional and non-functional requirements for a new mobile banking application.
* Successfully facilitated requirement gathering sessions with doctors and nurses, capturing critical functionalities needed for effective patient care within the EHR system.
* **Data Analysis and Insights:**
* Analyzed customer data using SQL to identify trading patterns and trends, informing product development and marketing strategies.
* Analyzed medical data using SQL to identify patient trends and inform decisions related to resource allocation and care delivery optimization.
* Identified a potential bottleneck in the patient discharge process through data analysis, leading to a process improvement that reduced discharge wait times by 20%.
* **Project Management and Leadership:**
* Led a team of Business Analysts in delivering client projects across diverse industries, focusing on the financial services and healthcare sectors.
* Managed project lifecycles, including requirements gathering, solution design, project planning, and stakeholder communication.
* Successfully delivered 10 client projects on time and within budget, exceeding client expectations in 80% of cases.
* Developed and maintained business process models using BPMN notation, improving transparency and efficiency in administrative processes.
* Conducted user training sessions on the new EHR system, ensuring smooth adoption by medical staff and facilitating a seamless transition.
* Mentored and coached junior Business Analysts, fostering their professional development and contributing to a high-performing team environment.

**Edward Jones, St Louis, MO - Senior Business Analyst Oct 2019 to Jul 2022**

**Project Scope:**

Integrate additional client operations into ERICA (AI-powered virtual assistant) for dispute resolution, claim management, duplicate charge correction, and personalized customer experience, reduce response times across various business areas leveraging AI-powered assistance.

**Key Responsibilities and Achievements:**

* Data Analysis and Improvement:
* Continuously monitored master data to identify conflict request volumes, seeking and implementing efficiency improvements in the resolution process.
* Analyzed customer data to identify patterns, trends, and insights for customizing and personalizing interactions.
* Requirement Gathering and Design:
* Collaborated with development teams to design solutions aligning capabilities with the bank's business goals and customer experience objectives.
* Researched, analyzed, gathered data, and defined/developed requirement specifications for defect resolution schemes, maintaining clear communication with internal staff and clients.
* Worked with legal and compliance teams to assess their needs and integrate them into the project requirements.
* User Experience Optimization:
* Gathered feedback from users during and after implementation, collaborating with development teams to adjust and improvements.
* Assisted customers in initiating and completing transactions, enhancing their digital banking experience.
* Business Process and Documentation:
* Identified and documented business rules, creating detailed user stories and conducting User Acceptance Testing (UAT).
* Developed BPMN models using MS Visio to map detailed workflows, comparing pre- and post-resolution frameworks.
* Presented business process workflows to stakeholders and facilitated requirement definition workshops (JADs) to achieve consensus.
* Analyzed and assessed client requests to create professional dashboards and reports, providing insights into critical indicators.
* Technical Expertise and Implementation:
* Conducted User Acceptance Testing (UAT) for final product evaluation and rollout, working in an Agile (Scrum) development environment.
* Ran ad-hoc reports for management using SQL queries on MS SQL Server 2008 R2 and uploaded reports to SharePoint.
* Assisted the QC team to ensure requirements translated into executable test plans and strategies.
* Reviewed monthly/quarterly/yearly operational data to identify risks, create gap analyses, and develop process flow diagrams, source-to-target documents, and system-specific rules.
* Continuous Improvement and Collaboration:
* Monitored ERICA's performance and impact post-implementation, identifying areas for continuous improvement and suggesting enhancements for an even better customer experience.
* Aligned scope, processes, skillsets, and KPIs with market expectations.
* Collaborated with the product owner and UI/UX teams to refine the product backlog, develop release plans, and finalize user interfaces based on user inputs.
* Additional Skills and Experience:
* Resolved daily incidents from PROD and UAT environments using JIRA.
* Utilized HP Quality Center for test documentation, issue tracking, and defect management.
* Designed and developed Data-Flow diagrams and ER diagrams.

**UPS, Alpharetta, GA - Business Analyst/Scrum Master Jan 2017 to Sep 2019**

**Project Scope:**

Enhance claims processing efficiency and accuracy for Hanover Insurance Group in the P&C domain, streamline workflows using automation, optimize processes, and improve customer experiences.

**Key Responsibilities and Achievements:**

* Automation and Workflow Streamlining:
* Implemented an end-to-end claims processing automation solution, reducing manual intervention and expediting claim assessment, validation, and payment.
* Integrated automation tools to streamline various claims processing steps.
* Analyzed existing workflows to identify pain points and opportunities for automation.
* Requirement Gathering and Analysis:
* Collaborated with stakeholders (claims adjusters, underwriters, IT, and business managers) to gather and document detailed requirements.
* Prioritized requirements through collaborative discussions with stakeholders and business owners across all admin systems.
* Conducted JAD sessions with the marketing team and developers to brainstorm on requirements.
* Leveraged underwriting expertise to contribute unique insights and ensure accurate representation of policy and rating considerations in the new system.
* Testing and Implementation:
* Developed Guidewire Billing Center and Policy Center user stories for various functionalities.
* Created and maintained Epics and user stories in Version One for the funding business process.
* Facilitated Scrum ceremonies (retrospective, sprint planning, and release planning).
* Coordinated with the testing team to create ad-hoc test cases and validate data flow.
* Conducted and participated in Agile ceremonies (retrospective, sprint planning, and release planning).
* Established a data-driven automation framework for UI testing on Guidewire applications.
* Responsible for conducting UAT testing for releases and ensuring user acceptance of the new system.
* Generated test data using Test Partner on Guidewire Policy Center.
* Maintained functional, reporting, and data requirements in JIRA and Blueprint for funding and credit line processes.
* Worked closely with Test Managers and Leads in test planning, creating, and maintaining test cases.
* Communication and Training:
* Improved communication channels for policyholders, agents, and internal stakeholders.
* Created user manuals and trained users to understand the new system and its functionalities.
* Additional Skills and Experience:
* Examined key performance indicators (KPIs) for P&C insurance, including loss ratio and general operating expense ratio.
* Investigated solutions for decommissioning legacy access databases used for generating reports.
* Wrote SQL queries for data retrieval and validation.
* Assisted QA in creating test objectives and scenarios, providing test data, and supporting business validation efforts.
* Utilized HP ALM for test management (test plans, test cases, and defect tracking).
* Guided the team to follow Agile practices (daily standup and PI planning events).

**HCL Technologies LTD, Bangalore, INDIA Feb 2015 to Dec 2015**

**Storage Engineer/Analyst:**

* Developed a strong foundation in storage technologies (e.g., SAN, NAS, RAID) and data management best practices. I played a crucial role in designing, implementing, and maintaining storage infrastructure to support various business applications. Key achievements include:
* Developed and implemented Standard Operating Procedures (SOPs) for storage provisioning, snapshot management, and data replication, reducing configuration errors by 15%.
* Investigated and diagnosed storage-related incidents (performance bottlenecks, capacity shortages, LUN accessibility issues) with an average resolution time of 4 hours.
* Configured and maintained SAN and NAS storage solutions for various departments, ensuring data availability and meeting individual storage requirements.
* Managed and optimized storage infrastructure for the Unilever project (over 500 TB of data), guaranteeing data security and compliance with company regulations.
* Collaborated with network engineers to troubleshoot network connectivity issues impacting storage accessibility.
* This initial technical foundation enabled me to seamlessly transition into business systems implementation. Leveraging my analytical and problem-solving skills, I have tackled diverse projects across financial services and healthcare, including:
* Developing a new trading platform to address evolving market needs and enhance user experience.
* Designing and implementing a mobile banking application for improved customer convenience and accessibility.
* Collaborating with healthcare providers to implement an EHR system, ensuring compliance, streamlining workflows, and improving patient care.
* Throughout these diverse projects, I consistently strived to:
* Improve efficiency and effectiveness of business operations.
* Enhance user experience and satisfaction.
* Streamline workflows and processes.
* Leverage data insights for informed decision-making.
* Ensure compliance with relevant regulations.