**Sophia Beatrice Kondamudi**

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**Summary:**

* **Certified Business Analyst** Professional with over 10+ years of experience as a Business Analyst with experience in technology and process-driven projects. Transforming business requirements into analytical models, designing algorithms, building models, developing data mining and reporting solutions that scale across a massive volume of structured and unstructured data and expertise working in a variety of industries including Banking, Finance, Education, and Consulting.
* Successfully led the implementation of Oracle Financials modules, including Accounts Payable, Accounts Receivable, General Ledger, and Fixed Assets
* Ensured Salesforce configurations and data management practices complied with organizational and regulatory standards.
* Diverse experience in the field of Insurance, Banking and Financial industry.
* Stayed updated with the latest D365 features and best practices to continuously improve system performance and user satisfaction.
* Developed and maintained process flow diagrams, user stories, and detailed functional specifications for PeopleSoft modules.
* Developed and maintained Oracle Essbase cubes to support financial consolidation, budgeting, and forecasting processes, improving data accuracy and decision-making.
* Strong knowledge and understanding of both Waterfall and Agile methodologies including agile principles and rituals.
* Skilled in cross-functional stakeholder engagement for elicitation of user requirements and creation of Business Requirement documents (BRD), Functional Requirement documents and Requirement Traceability Matrix (RTM) documents.
* Designed and implemented streamlined workflows to enhance accuracy and efficiency in GAAP-related financial operations.
* Analyzed and re-engineered Accounts Receivable workflows to enhance efficiency and accuracy.
* Collaborated with stakeholders to gather, document, and validate business requirements for tolling projects, ensuring alignment with organizational objectives and regulatory standards.
* Experienced Business Analyst with a strong background in utilizing Manhattan Active Omni to optimize omnichannel retail operations, enhance customer experience, and drive business efficiency.
* Implemented and optimized Oracle ERP Supply Chain Management (SCM) modules to streamline procurement, inventory management, and order fulfillment processes.
* Developed test cases and executed UAT for Guidewire configurations, ensuring system functionality met business needs and requirements.
* Worked with the development team to optimize Informatica workflows, ensuring efficient data processing, reducing runtime, and improving overall system performance.
* Conduct thorough business requirement analysis by collaborating with stakeholders to understand their needs and translating these into detailed functional specifications for Oracle ERP solutions.
* Work with the product owner to prioritize backlog items based on business value and dependencies.
* Collaborate with stakeholders to develop and refine cloud strategies leveraging AWS services to meet business objectives.
* Developed detailed functional specifications for Calypso modules, including front-office, middle-office, and back-office functionalities such as trade processing, settlements, risk management, and collateral management.
* Led the documentation and validation of business processes to ensure adherence to GxP (Good Manufacturing, Clinical, and Laboratory Practices) regulations across pharmaceutical and life sciences projects.
* Collaborated with stakeholders to gather, document, and analyze business requirements for the implementation and optimization of Electronic Document Management Systems (EDMS) across multiple departments.
* Developed and documented business process maps and workflows for trade lifecycle management, ensuring alignment with ENDUR's capabilities and company policies.
* Analyzed complex financial data and provided detailed reports using Global Ledger, enhancing decision-making processes for senior management.
* Facilitated User Acceptance Testing (UAT) for various business applications by coordinating with stakeholders, end users, and QA teams to ensure successful validation of functional requirements.
* Developed and maintained documentation of accounts payable workflows, ensuring compliance with corporate policies and regulatory requirements.
* Use Alteryx to cleanse, prep, and blend data from various sources to ensure data accuracy and consistency.
* Analyzed existing business processes and workflows, identifying gaps and recommending enhancements within the Infor ERP system.
* Developed and customized financial reports, forecasts, and ad-hoc analyses leveraging Oracle SmartView to support decision-making for executives and stakeholders.
* Develop test plans, test cases, and test scripts based on functional requirements and design specifications.
* Experience working with content management systems (Word press).
* Gather and analyze requirements for cloud-based solutions, ensuring alignment with AWS best practices and capabilities.
* Developed and delivered end-user training for Athena EMR, ensuring efficient adoption and effective use of new features by clinical staff.
* Developed and implemented Excel macros to automate repetitive tasks, improving efficiency and reducing manual errors.
* Managed Veeva-related projects, including system upgrades and feature enhancements, ensuring timely delivery within scope and budget.
* Integrated custom Python reports with business intelligence tools like Tableau or Power BI to enhance data analysis and reporting capabilities.
* Extensive experience with Oracle E-Business Suite (EBS), including module customization, workflow automation, and performance tuning.
* Configured and managed JIRA projects, workflows, permission schemes, and notification schemes.
* Customized JIRA dashboards to provide real-time insights into project status and team performance.
* Experienced in migrating data from on-premises databases to Azure SQL or Oracle Cloud using tools like Azure Data Factory or Oracle Data Integrator.
* Strong experience working on Confluence and JIRA including creating Epics, User Stories and reporting issues and bugs.

**Skills:**

**Methodologies:** Agile, Waterfall, Rational Unified Process (RUP)

**Technologies/Tools:** MS Project, MS Visio, MS Office, MS Word, MS PowerPoint, JIRA, Confluence, SharePoint, Tableau, Power Bi, Excel

**Ecosystem**: Hadoop, Spark, Map Reduce, Hive QL, HDFS, Pig Latin, Snowflake, AWS, S3, Athena, Redshift, Sage Maker, Glue, ServiceNow

**Databases & Tools**: Oracle, Adobe, SQL Server, MS Access.

**Data Visualization**: Python (Matplotlib, Seaborn), R (GGplot, Seaborn), Tableau, PowerBI, Excel

**Data Sources:** MySQL, Posters SQL Server

**Work Experience:**

**State Of New York – NYC, NY Duration: February 2023 - Present**

**Role Sr. Business Analyst**

**Responsibilities**

* Led the implementation and customization of Microsoft Dynamics CRM/365 solutions to meet business requirements, including configuration, data migration, and integration with other systems.
* Conducted Java code reviews to ensure adherence to best practices, performance optimizations, and maintainability of applications.
* Proficient in managing Azure SQL or Oracle databases, including creating, modifying, and maintaining database structures.
* Identifying opportunities for process automation and implementing solutions using Power Platform tools.
* Document business processes, requirements, and system specifications for AFS implementation.
* Coordinated with IT and business teams to ensure successful data migration, system configuration, and customization of Infor ERP.
* Analyzed existing business processes and identified areas for improvement, leading to streamlined workflows and increased efficiency using Oracle ERP solutions.
* Collaborated with stakeholders to gather and analyze business requirements for SAP EWM implementation.
* Implemented and maintained fixed assets management systems to track and manage asset lifecycle, including acquisition, depreciation, transfer, and disposal.
* Led the successful implementation and configuration of Global Ledger systems, ensuring accurate financial data consolidation across multiple entities and currencies.
* Collaborated with stakeholders to gather and document detailed business requirements for Accounts Receivable processes.
* Conducted in-depth analysis of business processes to identify gaps and opportunities for improvement within PeopleSoft systems, ensuring alignment with organizational goals.
* Gathered, documented, and validated business requirements for PeopleSoft Financials, HCM, and Campus Solutions modules.
* Conducted comprehensive financial analysis and generated reports in compliance with GAAP standards to ensure accurate financial statements.
* Collaborated with business stakeholders and technical teams to gather, document, and analyze business requirements for data integration and ETL processes using Informatica.
* Led financial planning and analysis initiatives using Oracle Essbase, enabling comprehensive multidimensional data analysis and streamlined financial reporting processes.
* Collaborated with finance and accounting teams to streamline reporting processes using Oracle SmartView, improving data accuracy and report generation times.
* Worked closely with business users and IT teams to gather and document MDM business requirements, ensuring alignment with enterprise data standards.
* Ensured alignment of business requirements with GxP standards, working closely with cross-functional teams to meet regulatory compliance objectives.
* Collaborated with stakeholders to define and implement MDM strategies, ensuring consistent data quality and governance across the organization.
* Designed and executed comprehensive UAT plans for Guidewire Claims Center features, ensuring high-quality deliverables that meet business expectations.
* Identified and defined improvements to document workflows, leading to enhanced information retrieval, document sharing, and compliance with industry regulations using EDMS.
* Led the implementation of Accounts Receivable modules within ERP systems, ensuring seamless integration with existing financial systems.
* Analyzed and translated complex business needs into technical specifications for Oracle EBS implementation and customization.
* Led efforts to integrate Calypso with upstream and downstream systems, ensuring seamless data flows between trading platforms, clearinghouses, and other financial systems.
* Worked closely with development teams to configure and customize Calypso to meet specific client requirements, including trade capture workflows, reporting, and compliance monitoring.
* Provided business analysis and functional support for ENDUR applications, ensuring smooth operations in trading, risk management, and compliance.
* Documented end-to-end business processes and data flow diagrams to provide a clear understanding of the data integration architecture using Informatica.
* Led the analysis and documentation of business processes for the integration of Athena EMR, ensuring seamless alignment with healthcare providers' workflows.
* Led the successful implementation and customization of Veeva CRM to align with business requirements, improving sales force efficiency and customer engagement.
* Analyzed existing tolling processes and identified areas for improvement, leading to streamlined operations and enhanced user satisfaction.
* Conducted comprehensive data mapping between legacy and new systems to ensure accurate data migration and integration.
* Successfully led the optimization of claims workflows within Guidewire Claims Center, resulting in a 20% reduction in claims processing time.
* Collaborated with UAT teams to define test plans, scenarios, and acceptance criteria based on business requirements and use cases.
* Configured and customized Oracle and NetSuite ERP systems to align with business processes and requirements, ensuring optimal system performance.
* Documented functional specifications, user stories, and use cases for SAP EWM configurations.
* Provided ongoing support and troubleshooting for ERP system users, resolving issues promptly to minimize downtime.
* Managed Oracle ERP upgrade projects, ensuring minimal disruption to business operations and successful migration to new versions.
* Worked with healthcare stakeholders to optimize the use of Athena EMR features, improving efficiency in patient data management and clinical operations.
* Conducted in-depth data analysis using Oracle SmartView to create and deliver insightful reports, dashboards, and financial statements, ensuring compliance with corporate reporting standards.
* Assisted in the implementation of GxP-compliant software solutions, including requirements gathering, system validation, and user acceptance testing.
* Utilized advanced Excel features such as PivotTables, VLOOKUP, and INDEX-MATCH to analyze large datasets and generate actionable insights for business decision-making.
* Collaborated with cross-functional teams to gather and document business requirements, translating them into technical specifications for Oracle Essbase implementations, ensuring alignment with organizational goals.
* Led the implementation and support of SAP PP modules, ensuring seamless integration with other SAP modules and business processes.
* Supported internal and external audit processes by providing detailed financial analysis and ensuring data accuracy in line with GAAP standards.
* Collaborated with stakeholders to gather and document business requirements related to energy trading and risk management workflows within the ENDUR platform.
* Created complex charts, graphs, and dashboards using Excel to visually represent data trends and KPIs, enabling stakeholders to make informed business decisions.
* Conducted comprehensive process mapping and gap analysis to optimize business processes within Oracle ERP, leading to improved efficiency and reduced operational costs.
* Developed and executed test plans, test cases, and test scripts to validate ERP system functionality and performance, ensuring high-quality deliverables.
* Played a key role in the implementation and configuration of EDMS, ensuring system alignment with business needs, legal requirements, and retention policies.
* Conducted detailed analysis of the accounts payable process, identifying inefficiencies and recommending improvements to enhance accuracy and speed.
* Created and maintained accounts payable dashboards using tools like Microsoft Power BI and Tableau, providing real-time insights into key performance indicators.
* Collaborated with stakeholders to gather and document business requirements, ensuring alignment with Manhattan Active Omni capabilities and business objectives.
* Participated in ERP user groups and industry forums to share best practices and stay informed about industry developments.
* Created detailed data mapping documents that outlined field-to-field relationships, transformation logic, and validation rules.
* Facilitated workshops and conducted user interviews to define system requirements for Athena EMR modules, including scheduling, patient billing, and clinical documentation.
* Identified and implemented process improvements within Oracle EBS modules, leading to enhanced system efficiency and user satisfaction.
* Collaborated with key stakeholders to gather and document business requirements for Calypso system implementations and upgrades, ensuring alignment with business objectives and financial regulations.
* Configure and customize SAP modules (e.g., SAP FI/CO, SAP MM, SAP SD) to meet business requirements.
* Ensure alignment of SAP solutions with business processes and goals
* Utilized JIRA to document and track requirements, ensuring all stakeholders had visibility into the project scope.
* Designed and recommended WebAuthN solutions to meet business needs for secure, passwordless authentication.
* Utilized Okta’s reporting features to monitor access patterns and ensure compliance with regulatory requirements.
* Developed predictive models and performed statistical analysis using Alteryx to support business forecasting and strategic planning.
* Configured SAP PP modules, including master data, Bill of Materials (BOM), Work Center, Routing, and Production Orders.
* Configured Manhattan Active Omni modules to meet business needs, conducted system testing, and managed user acceptance testing (UAT) to ensure system functionality and performance.
* Integrated OAuth2 authentication with various applications and services, facilitating secure user access and data protection.
* Translate business needs into SAP functional specifications and technical requirements
* Integrated Power BI with various data sources, including SQL Server, Excel, and cloud-based platforms, to create comprehensive data models.
* Configured and customized D365 modules to align with business requirements, including entities, forms, workflows, and business rules.
* Acted as a liaison between healthcare providers, IT teams, and Athena support to ensure system updates and new feature rollouts were aligned with user needs and clinical workflows.
* Facilitated data mapping workshops with stakeholders to ensure business requirements were accurately reflected in the mapping logic.
* Configured and customized ERP P2P modules to meet specific business needs, including supplier management, purchase requisition, and order processing.
* Facilitated change management processes using Windchill to ensure controlled and documented changes to product designs.
* Developed comprehensive UAT test scripts and test cases to ensure thorough validation of business processes and system functionality.
* Collaborated with stakeholders to gather and document detailed business requirements for Veeva CRM enhancements, ensuring alignment with regulatory and compliance standards.
* Managed the end-to-end implementation of Infor ERP modules, ensuring alignment with business objectives and seamless integration with existing systems.
* Implemented row-level security and role-based access control (RBAC) in Power BI to ensure data confidentiality and compliance with regulatory standards.
* Collaborate with other SAP and non-SAP teams to ensure seamless integration of SAP SD with other systems and modules.
* Conducted feasibility analysis and cost-benefit studies to evaluate the potential of integrating WebAuthN into existing systems.
* Proficient in accounts payable software such as SAP, Oracle, and QuickBooks.
* Conduct detailed requirement gathering sessions with business users to identify ECM needs.
* Built detailed financial models and forecasts in Excel to support strategic planning and budgeting processes.
* Develop Python scripts for monitoring Snowflake usage, performance, and storage, and for automating routine maintenance tasks.
* Managed cross-functional teams to ensure successful implementation and upgrades of ENDUR, addressing issues and providing solutions to complex trading system challenges.
* Managed configuration control processes within Windchill to maintain product consistency and compliance.

**Edward Jones, St. Louis, MO Duration: Jan 2022 – Feb 2023**

**Role: Sr. Business Analyst**

**Responsibilities**

* Worked with subject matter experts and key project stakeholders to understand business needs and define objectives.
* Analyze existing business processes and identify opportunities for optimization using SAP solutions.
* Identify opportunities for process improvements and automation within Oracle ERP to enhance efficiency and productivity.
* Assisted in establishing data governance frameworks, policies, and processes to ensure data integrity, consistency, and compliance in MDM initiatives.
* Defined data mapping, transformation rules, and logic for extracting, transforming, and loading (ETL) data into the target systems through Informatica workflows.
* Collaborated with cross-functional teams, including technical developers and stakeholders, to define system requirements and implement PeopleSoft upgrades and enhancements.
* Gathered and documented business requirements for Guidewire Claims Center enhancements, translating user needs into actionable functional specifications.
* Integrated Oracle SmartView with Oracle Hyperion for seamless financial planning, budgeting, and forecasting activities, enhancing the overall planning cycle efficiency.
* Collaborated with QA teams to ensure systems met GxP validation protocols and maintained traceability throughout the software development lifecycle (SDLC).
* Leveraged Azure data services such as Azure SQL Database, Azure Data Lake, and Azure Synapse Analytics to manage and analyze business data.
* Used Excel’s data cleaning tools (Text-to-Columns, CONCATENATE, etc.) to organize and prepare raw data for analysis.
* Designed and created customized reports and dashboards within Infor ERP to provide actionable insights and support data-driven decision-making.
* Analyzed and optimized Oracle Essbase applications, including data load processes, calculation scripts, and report generation, enhancing performance and reducing processing times.
* Managed UAT execution by coordinating testing schedules, tracking issues, and providing status updates to stakeholders.
* Designed and executed test cases for various Calypso functionalities, including trade booking, confirmation, settlements, and risk reporting, ensuring system integrity and operational readiness.
* Trained and supported end users on Oracle SmartView functionalities, enabling teams to perform self-service reporting and analysis, reducing dependency on IT.
* Led training sessions and provided ongoing support for EDMS users, ensuring effective adoption of the system and minimizing disruption during the transition from manual processes to digital document management.
* Assisted in configuring and customizing ENDUR modules to align with business needs, including trade capture, valuation, and risk management.
* Led the implementation and configuration of Oracle EBS modules (e.g., Financials, Supply Chain, HRMS), ensuring seamless integration with existing systems.
* Customized SAP PP functionalities to meet specific business requirements, ensuring alignment with organizational goals.
* Assisted in preparing and reviewing financial documents, including balance sheets, income statements, and cash flow statements, adhering to GAAP guidelines.
* Assisted in the implementation of Calypso's risk management modules, helping to monitor and mitigate market, credit, and liquidity risks in real-time.
* Oversaw the data migration process from legacy systems to EDMS, ensuring data integrity, accuracy, and seamless integration with other enterprise systems (ERP, CRM, etc.).
* Managed the Veeva Vault application, including document migration, configuration, and user access controls, enhancing document management and compliance workflows.
* Created and delivered training materials for end-users on Guidewire Claims Center functionalities, facilitating smooth adoption and minimizing disruption during transitions.
* Engaged with various stakeholders, including transportation authorities, government agencies, and technology vendors, to ensure seamless integration and operation of tolling systems.
* Facilitated workshops and meetings with stakeholders to discuss and refine tolling system requirements and solutions.
* Identified and analyzed business process inefficiencies, recommending and implementing improvements using Manhattan Active Omni to streamline operations and enhance customer experience.
* Provided training to end-users and support teams on Manhattan Active Omni functionalities, ensuring smooth transition and adoption of new processes.
* Managed the integration of Global Ledger with other financial systems (e.g., ERP, CRM), streamlining data flow and reducing manual data entry.
* Performed gap analysis on data mapping processes, identifying discrepancies and providing recommendations to improve data accuracy and integrity.
* Acted as a liaison between business stakeholders and technical teams, ensuring proper communication of requirements, design considerations, and project status related to Informatica initiatives.
* Led the implementation of fixed asset management software, including requirement gathering, vendor selection, system configuration, and user training.
* Implemented automation solutions within the Global Ledger system, improving efficiency and accuracy of financial transactions and reporting.
* Developed and maintained comprehensive Accounts Receivable reports and dashboards to provide insights into aging, collections, and outstanding balances.
* Coordinated with IT and finance teams to customize and configure Accounts Receivable software to meet business needs.
* Conducted risk assessments on business processes to identify and mitigate GxP compliance risks, ensuring audit readiness and minimizing regulatory breaches.
* Implemented SAML-based Single Sign-On (SSO) solutions to streamline user authentication across multiple enterprise applications.
* Conducted data analysis and validation within Oracle Essbase, ensuring data integrity and consistency across various financial models and reports.
* Applied complex Excel formulas (IF statements, SUMIF, COUNTIF, etc.) to streamline data calculations and analysis for reporting purposes.
* Managed master data in SAP PP, ensuring accuracy and consistency across the system.
* Analyzed and documented business processes and workflows to identify areas for improvement and optimization within the Manhattan Active Omni platform.
* Analyzed and interpreted Veeva CRM data to generate actionable insights for sales and marketing teams, leading to a 15% increase in targeted outreach effectiveness.
* Provided training and ongoing support to end-users on USAS functionalities, ensuring effective utilization and adherence to best practices.
* Managed OAuth2 tokens, including issuing, revoking, and refreshing access tokens to maintain secure sessions.
* Integrated CRM modules within the insurance administration system to enhance customer service and relationship management.
* Led the integration of ENDUR with external systems, such as accounting, compliance, and risk management tools, ensuring seamless data flow and process alignment.
* Coordinated with cross-functional teams using JIRA to ensure seamless communication and collaboration.
* Designed and implemented OAuth2 authorization flows (Authorization Code, Implicit, Resource Owner Password Credentials, Client Credentials) to secure API access.
* Prepared training materials and conducted training sessions for end-users on SAP EWM functionalities.
* Worked with cross-functional teams to integrate accounts payable data with other financial systems, ensuring seamless data flow and accurate financial reporting.
* Supported data migration efforts by providing detailed mapping specifications and participating in testing and validation phases.
* Collaborated with cross-functional teams to optimize financial reporting workflows by automating routine processes within Oracle SmartView.
* **Provided training** and support to users, ensuring effective utilization of AN4 and adherence to best practices.
* Identified opportunities for process improvements and worked with stakeholders to optimize system functionalities.
* Used JIRA to maintain traceability of requirements, changes, and issues, enhancing transparency and accountability.
* Conducted business analysis to understand user requirements and translate them into system specifications.
* Managed projects related to system upgrades, enhancements, and new feature implementations.
* Integrated PowerShell scripts with other technologies, such as Azure DevOps, to automate build and release pipelines.
* Developed and maintained comprehensive reports and dashboards to track loan origination metrics and performance.
* **Configured and customized Affirm** to align with company-specific workflows and requirements, enhancing system usability.
* Led defect triage meetings to prioritize and address defects identified during UAT, ensuring timely resolution and retesting.
* Developed and executed functional test cases for Oracle EBS modules, ensuring accurate and reliable system performance.
* Worked closely with compliance and legal teams to ensure that the EDMS adhered to data protection laws, industry regulations, and internal security protocols for document access and retention.
* Facilitated the integration of SAP EWM with SAP ERP modules such as MM (Materials Management) and SD (Sales and Distribution).
* Managing change associated with Power Platform implementations, including communication, training, and user adoption strategies.
* Developed training materials and provided end-user training for business teams on MDM processes, tools, and data governance principles.
* Worked with technical teams to integrate ERP systems with other enterprise applications, improving data consistency and accessibility.
* Designed and developed custom reports and dashboards using Oracle ERP reporting tools to provide actionable insights to business stakeholders.
* Coordinated integration of Oracle ERP with other enterprise systems, enabling seamless data flow and real-time information access.
* Developed and maintained custom reports and dashboards in NetSuite to support data-driven decision-making.
* Managed multiple NetSuite ERP projects from initiation to completion, ensuring timely delivery within budget.s
* Designed and delivered training programs for end-users, enhancing their proficiency with D365 functionalities.
* Developed and implemented custom report generation solutions using Python to meet specific client requirements and improve data analysis capabilities
* Ensured seamless data flow and synchronization between SAP EWM and other SAP modules.
* Provide ongoing support and troubleshoot SAP-related issues for users.
* Stayed updated with the latest Power BI features and best practices to continually improve reporting solutions.
* Conduct training sessions for end-users on AFS functionalities and best practices.
* Provide ongoing support and troubleshooting for AFS users to ensure system efficiency and user satisfaction.
* Managed Power BI content, including datasets, reports, and dashboards, using Power BI service and administration tools.
* Provided post-implementation support and troubleshooting for PeopleSoft-related issues, working with end-users to resolve functionality and performance challenges.
* Facilitated end-user training sessions and developed training materials to ensure smooth adoption of new PeopleSoft features and processes.
* Developed and managed access policies and rules within Ping Identity to align with organizational security requirements.
* Leveraged Sail Point’s risk management capabilities to identify and mitigate potential security risks related to user access.
* Analyzed existing financial processes to identify inefficiencies, ensuring GAAP-compliant practices and recommending improvements for better data accuracy and reporting.
* Ensured that all claims processes within Guidewire adhered to industry regulations and internal compliance standards, mitigating risk for the organization.
* Develop and deliver comprehensive training programs for end-users to ensure effective adoption and utilization of Oracle ERP modules.
* Designed and managed role-based access controls using Okta to ensure users have appropriate access to resources.
* Participated in the development and implementation of company policies related to unemployment insurance tax and benefits.
* Skilled in mapping and transforming data to and from ACORD-compliant formats, ensuring seamless data exchange across diverse insurance platforms and systems.
* Managed policy, claims, and customer data within the insurance administration system, ensuring data accuracy and compliance with industry standards.
* Integrated CRM modules within the insurance administration system to enhance customer service and relationship management.
* Led system testing efforts, including the development of test plans, test cases, and conducting user acceptance testing (UAT) for ENDUR enhancements and integrations.
* Conducted training sessions and provided ongoing support for end-users on Veeva CRM functionalities, resulting in improved user adoption and reduced support tickets.
* Prepared fixed asset schedules for financial statements, audits, and tax filings, ensuring accuracy and compliance with
* Utilized Agile methodologies in conjunction with Six Sigma’s DMAIC.

**Environment:** SME, QA, UAT, JAD, Agile, Scrum, SDLC, Testing

**CVS Health, Irving, TX Duration: Oct 2019 - Dec 2021**

**Sr. Business Analyst**

**Responsibilities**

* Optimized Alteryx workflows for performance, ensuring efficient data processing and reduced run times.
* Identifying opportunities for process improvements within the treasury function.
* Configure EDIFECS applications to meet business requirements.
* Ensuring Power Platform applications comply with organizational policies, data protection regulations, and security standards.
* Assisted in evaluating, selecting, and implementing MDM tools (e.g., Informatica, IBM InfoSphere, SAP MDM) to meet business needs and technical requirements.
* Worked with stakeholders and developers to identify critical business scenarios for testing, ensuring alignment with project goals.
* Led testing efforts, including creating test plans, test scripts, and performing user acceptance testing (UAT) to ensure accurate implementation of PeopleSoft features.
* Supported the migration of PeopleSoft applications through all project phases, from development through production, ensuring compliance with business needs and technical requirements.
* Provided end-user training and support on Oracle Essbase functionality, enabling key stakeholders to effectively utilize the platform for business analysis and reporting.
* Documented and maintained business requirements, workflows, and use cases for financial reporting solutions using Oracle SmartView, ensuring alignment with organizational goals.
* Designed and maintained comprehensive Excel reports and dashboards for tracking project progress, financial performance, and operational metrics.
* Supported the creation and management of corrective and preventive actions (CAPA) in line with GxP regulatory requirements.
* Analyzed existing business processes and identified opportunities for process optimization, leveraging Calypso’s capabilities to streamline workflows and enhance operational efficiency.
* Liaised with EDMS vendors to troubleshoot issues, coordinate system upgrades, and ensure optimal performance, ensuring the system's scalability and long-term viability.
* Ability to create and customize reports and dashboards in Salesforce to provide insights to stakeholders.
* Created and customized reports and dashboards within D365 to provide actionable insights and facilitate data-driven decision-making.
* Assisted in designing and implementing data integration solutions using Informatica PowerCenter, ensuring smooth data flow between source and target systems.
* Worked with IT teams to integrate and maintain systems that support GAAP reporting requirements, improving data integrity and reporting accuracy.
* Utilized Athena EMR data for generating comprehensive reports and dashboards to support clinical decision-making, patient care optimization, and operational improvements.
* Analyzed patient care workflows and proposed enhancements to Athena EMR configuration, improving data accuracy and healthcare outcomes.
* Leveraged Guidewire’s reporting tools to develop insights and dashboards, enabling data-driven decision-making and performance tracking for claims operations.
* Supported the development of risk management processes and ensured regulatory compliance by leveraging ENDUR’s built-in features for reporting and audits.
* Created comprehensive user manuals and training materials for Oracle EBS modules, facilitating smooth transitions during system upgrades.
* Prepared business cases and ROI analysis for MDM projects, demonstrating the value and benefits of improved master data management practices.
* Familiarity with automated accounts payable solutions such as OCR (Optical Character Recognition) and RPA (Robotic Process Automation).
* Acted as a liaison between finance, sales, and IT departments to facilitate effective communication and resolve Accounts Receivable issues.
* Conducted training sessions for end-users on new systems and processes related to Accounts Receivable.
* Participate in the implementation and deployment of EDIFECS solutions.
* Coordinated and managed EDI implementation projects, ensuring timely delivery, budget adherence, and stakeholder satisfaction.
* Conducted training sessions for end-users on SAP PP functionalities, ensuring a smooth transition and effective system usage.
* Documented UAT test results and findings, preparing detailed reports on test outcomes, including any deviations from expected results.
* Developed and maintained data mapping templates and guidelines to streamline the mapping process and ensure consistency across projects.
* Ensured Infor ERP processes and configurations comply with regulatory requirements and industry Standards.
* Ensured tolling systems and processes complied with relevant transportation and financial regulations.
* Performed gap analysis and identified areas for process improvements, optimizing workflows and reducing redundancy in Oracle ERP operations.
* Integrated Oracle Essbase with other financial systems (such as Oracle Hyperion, ERP systems, or external databases) to facilitate seamless data flow and ensure accuracy in reporting and planning processes.
* Ensured data integrity and compliance with financial regulations by establishing robust data governance frameworks within the Global Ledger system.
* Developed and maintained policies for document lifecycle management, including the creation, storage, archiving, and disposal of digital records, ensuring consistent adherence to organizational standards.
* Developed and enforced data governance policies to ensure compliance with HIPAA and other healthcare regulations.
* Analyzed and mapped 834 transactions to ensure accurate benefit enrollment and maintenance processes.
* Managed integration of on-premises and other cloud-based systems with Azure services using tools like Azure Logic Apps, Azure Data Factory and Azure API Management.
* Utilized Power BI for advanced reporting and visualization of D365 data.
* Successfully implemented and configured Ping Identity solutions to enhance enterprise identity management and access control.
* Ensured Athena EMR configurations adhered to healthcare regulations such as HIPAA and Meaningful Use, maintaining data privacy and security standards.
* Led training sessions for end-users to increase proficiency in using ENDUR applications for trading, risk analysis, and reporting.
* Worked closely with IT, sales, and marketing teams to integrate Veeva CRM with other enterprise systems, ensuring seamless data flow and enhancing overall operational efficiency.
* Led and managed SAP PP-related projects from inception to completion, ensuring timely delivery within budget constraints.
* Utilized project management methodologies (e.g., Agile, Waterfall) to plan, execute, and monitor tolling projects effectively.
* Collaborated with cross-functional teams to integrate security measures into software development lifecycles, reducing vulnerabilities in new applications.
* Identified opportunities for process improvements and implemented best practices to enhance EDI transaction processing and overall efficiency.
* Led or participated in D365 implementation projects, ensuring timely delivery and adherence to project scope and objectives.
* Identified gaps in existing reporting systems and proposed enhancements through Oracle SmartView, contributing to more accurate and timely financial reporting.
* Identified opportunities for continuous improvement in warehouse processes and SAP EWM utilization.
* Identified and implemented process improvements within USAS to increase efficiency, accuracy, and compliance in financial operations.
* Worked with development teams to troubleshoot data mapping issues and provide clarification on complex data relationships.
* Utilized EDIFECS tools for data transformation and validation to ensure data integrity.
* Conducted detailed analysis and mapping of 837P/I transactions for seamless claims processing.
* Integrated Okta with a variety of enterprise applications to centralize authentication and improve security posture.
* Spearheaded a data integration project that enhanced patient data accuracy and interoperability, resulting in improved patient care coordination.
* Participate in SAP implementation and upgrade projects, ensuring timely delivery within scope and budget
* Train end-users and stakeholders on EDIFECS applications and processes.
* Develop and maintain comprehensive documentation for EDIFECS configurations and processes.
* Utilized XML for data mapping, validation, and transformation in EDIFECS environments.
* Designed and implemented mappings for 270/271 transactions to verify patient eligibility and benefits.
* Mapped and validated 278N/R transactions to support prior authorization and service review processes.
* Followed SCRUM to complete the project in an efficient and timely manner.
* Extensively involved in the Analysis, Design and Modelling of data
* Prepared project reports for management and assisted project managers in the development of weekly and monthly status reports.

**Environment**: Agile Methodology, UML, MS Visio, Rational Clear Quest, Windows, Oracle, MS Office.

**Help systems, Rochester, MN Duration: Jul 2018 - Oct 2019**

**Business Analyst**

**Responsibilities**

* Prepare the Project Planning and Weekly status reports.
* Organize meetings with Business to understand the current state of the applications.
* Prepare the Functional requirement Document (FRD).
* Supported the implementation of data governance frameworks and policies, leveraging Informatica tools to enforce data standards and compliance requirements.
* Led change management initiatives for Guidewire Claims Center implementations, ensuring stakeholder buy-in and minimizing resistance to new processes.
* Ensured that Calypso configurations adhered to financial regulations such as Dodd-Frank, EMIR, and MiFID II, mitigating regulatory risk for the organization.
* Coordinated with cross-functional teams to ensure seamless integration of D365 with other enterprise systems.
* Implemented Okta’s MFA solutions to bolster security by requiring additional verification steps for sensitive operations.
* Analyzed user authentication data to assess the impact and effectiveness of WebAuthN deployments.
* Created detailed technical and user documentation for USAS processes, ensuring clear guidelines and procedures for users and auditors.
* Analyzed and documented GxP-relevant business processes, identifying areas for improvement to enhance efficiency and ensure compliance.
* Assisted in data conversion and system integration activities, ensuring smooth transition from legacy systems to PeopleSoft.
* Worked on workflow analysis to identify inefficiencies in the use of Athena EMR and suggested improvements for clinical staff, leading to a reduction in patient wait times and operational costs.
* Managed financial data systems to ensure accurate, GAAP-compliant financial reporting and analysis.
* Analyzed and optimized document workflows, introducing automation within the EDMS to reduce manual intervention, improve productivity, and accelerate approval processes.
* Provided end-user training and support to ensure smooth transition during the UAT phase, including preparation of user guides and FAQs.
* Worked closely with IT teams to ensure proper integration of Oracle SmartView with ERP systems, ensuring data integrity and consistency across platforms.
* Identified and implemented process improvements to enhance the efficiency and effectiveness of D365 solutions.
* Ensured that Azure implementations adhered to security best practices and compliance requirements.
* Monitored and managed Azure security features, including Azure Security Center and Azure Policy, to protect sensitive business data.
* Provided ongoing production support for ENDUR users, resolving system issues and improving operational efficiencies.
* Designed and generated custom reports in Oracle EBS, providing actionable insights for business decision-making
* Conducted training sessions and workshops for end-users, enhancing their understanding and effective use of Global Ledger functionalities.
* Acted as the primary liaison between business units and IT for fixed asset management-related projects, ensuring clear communication and alignment of objectives.
* Managed the end-to-end vendor onboarding process, ensuring all necessary documentation and approvals were in place.
* Provided ongoing support and troubleshooting for SAP PP-related issues, ensuring minimal disruption to production activities.
* Documented UAT results, including test case execution status, defects, and overall test coverage.
* Provide ongoing support and troubleshoot issues within Oracle ERP modules, working closely with technical teams to resolve any problems.
* Managed end-to-end data projects involving Alteryx, from requirement gathering to final delivery
* Led MES implementation projects, from initial planning and scope definition to execution and post-implementation support.
* Assisted in the project management of Athena EMR implementation and upgrades, ensuring milestones were met and the project stayed within scope, time, and budget constraints.
* Maintain effective communication with stakeholders throughout the project lifecycle, providing updates on progress, risks, and issues related to Oracle ERP projects.
* Ensured the accuracy and consistency of data through Excel-based data validation techniques and error-checking functions.
* Identified and implemented process improvements in mortgage underwriting.
* Led and coordinated WebAuthN implementation projects, ensuring timely delivery within scope and budget.
* , resulting in a 15% reduction in errors and a 25% increase in efficiency.
* Provided training and support to team members on JIRA best practices and usage, enhancing overall productivity.
* Developed user guides and documentation to assist team members in effectively utilizing JIRA
* Preparing investment performance reports for management and stakeholders.
* Analyzing investment results and trends.
* Conducted regular status meetings and provided updates on UAT progress and findings.
* Communicating investment performance and strategy to stakeholders.
* Responding to inquiries regarding investment performance and reporting.
* Create Use cases and review it with the business & technology teams.
* Worked closely with regulatory and quality assurance teams to ensure that Veeva CRM configurations and customizations met GxP, 21 CFR Part 11, and other compliance requirements.
* Ensure completeness of project artifacts & deliverables on time.
* Follow up with the updates & the approval/sign off process with the stake holders.
* High visibility as liaison between the business line, users, and the development teams throughout the project cycle.
* Assist in managing Oracle ERP implementation projects, ensuring they are delivered on time, within scope, and within budget.
* Ensured MES implementations adhered to industry standards and regulatory requirements, such as GMP (Good Manufacturing Practices) and ISO standards.
* Linked business processes to organizational objectives, performed critical path analysis, and identify opportunities for business process improvement.
* Communicated extensively with the clients and with different levels of management to identify requirements use cases and to develop functional specifications.
* Used MS Visio to develop Data Flow Diagrams / UML Models modeling.

**Environment:** Windows, MS Office (MS Word, MS Excel, MS PowerPoint, MS Visio, MS Access, MS SharePoint), Quality, JIRA.

**Verizon Telematics, Atlanta, GA Duration: Nov 2016 – Jun 2018**

**Business Analyst**

**Responsibilities:**

* Gathered user and business requirements through interviews, surveys, prototyping and observing from portfolio managers and UI.
* Provided training and support to end-users and stakeholders on Azure tools and services.
* Created documentation and user guides to assist teams in effectively using Azure solutions.
* Ensure that Oracle ERP implementations comply with organizational policies, industry standards, and regulatory requirements.
* Led and coordinated WebAuthN implementation projects, ensuring timely delivery within scope and budget.
* Integrated JIRA with other tools such as Confluence, Slack, and GitHub to streamline workflows and enhance productivity.
* Developed and delivered training programs for end-users on Veeva CRM functionalities, ensuring effective adoption and providing ongoing support to resolve system-related issues.
* Implemented automation rules within JIRA to reduce manual effort and improve efficiency
* Identified and resolved issues in Alteryx workflows, ensuring continuous and accurate data flow.
* Work on integrating Oracle ERP with other enterprise systems and third-party applications to create a seamless flow of information across the organization.
* Narrative using the UML (Unified Modeling Language) methodologies.
* Developed and implemented risk management strategies for mortgage portfolios, reducing exposure to market fluctuations and improving overall portfolio performance.
* Followed Scrum to complete the project in an efficient and timely manner.
* Extensively involved in the Analysis, Design and Modelling of data.
* Designed Requirements Traceability Matrix in Rational Requisite Pro

**Environment:** Agile Methodology, UML, MS Visio, Rational Clear Quest, Windows, Oracle, MS Office.

**Ditech, Fort Washington, PA. Duration: Nov 2014 - Feb 2016** **Business Analyst**

**Responsibilities:**

* Gathered and analyzed the requirements by contacting sales representatives working on Mortgage Lending.
* Conducted analysis of mortgage origination processes to identify inefficiencies and streamline operations, resulting in a 20% reduction in processing time.
* Collect, evaluate and present findings in order to increase sales productivity: Analyze sales records and trends to evaluate performance measured against quotas.
* Recommend revenue quotas and product mix for sales organization.
* Evaluate current economic conditions and prepare sales forecasts by satellite locations based in consumer buying habits.
* Involved in Project management, market research, preparation and feasibility studies and business plans, financial planning, financial statements review and analysis, financial and market analysis, valuations, financial advisory and evolving with changing market demands.
* Delivered a business rules and conditions repository.
* Enumerated test plans for enrollment and rebalance transactions for bundled and unbundled clients.
* Developed test case and for use-case models for the reports interface. Used Clear quest to report bugs and defects.
* Executed regression testing for two quarterly releases.
* Introduced quality reporting from multiple data sources and formats.

**Environment:** Rational Unified Process (RUP), MS Excel, MS Word, Microsoft Visio. ss

**Education:** B. Tech from electronics and Instrumentation engineering from Sri Ramaswamy memorial engineering college 2013