**Sesham Naga Siddhartha**

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## **Summary**

* **10** Years of experience as a Senior Analyst in IT including **6+** years relevant Experience in Reporting MIS.
* Determine operational objectives by studying business functions, gathering information, evaluating output requirements and formats.
* Define project requirements by identifying project milestones, phases and elements.
* Preparation of business requirement documents and functional requirement documents.
* Construct workflow charts and UML diagrams- Application mock-up screens, Activity diagrams, User stories, Use case diagrams.
* Improve systems by studying current practices and designing modifications.
* Recommend controls by identifying problems, writing improved processes.
* 6+ Years of Experience in Reporting MIS.
* Hands on Experience in development of Reports and Dashboard in Tableau. Experience in designing and deploying data visualizations using Tableau Desktop.

## **Skill Profile:**

Tools: Tableau Desktop (10.1), Snow, SQL, Bi.

Web Technologies: HTML

Database: Oracle 8i/9i, /10g

## Operating Systems: Windows 7, XP

## **Work Experience**

**Business Analyst (Assistant Manager) / BASIX Sub-K I Transactions Ltd –Hyderabad (Oct 2019 – Till Date)**

* Coordination with developers and monitor project progress by tracking activities, resolving problems, publishing progress reports and recommending actions.
* Understand and communicate the financial and operational impact of any changes.
* Conduct insightful, ad hoc analyses to investigate ongoing or one-time operational issue.
* Preparation of requirement traceability matrix to track the functional requirements.
* Coordination with quality assurance team for the completeness and quality of service/product developments.
* Preparation/ support Quality assurance team in developing test cases.
* Manual testing of application/product developed and to certify the functionality of application as per the requirements from operations/business users

**Sr. Associate, Metrics Design & Analysis / AT&T India Pvt.Ltd – Hyderabad (Feb 2016 – Dec 2018)**

**Senior Analyst / Computer Sciences Corporation – Hyderabad (Oct 2010 – Jan 2016)**

* Experience includes Service Level Management, Incident and Problem Management.
* Experience on providing reporting services for Incident Management, Service Request Management and Problem Management.
* Experience in Supporting IT Service Management Delivery and Support business analysis.
* An effective communicator with exceptional relationship management skills with the ability to relate to people at any level of business and management.
* Attention to detail and precision, solid work ethics concerning meeting deadlines and reliability. Defined reporting requirements to support company strategy and drive improvements.
* Enhanced data integrity by applying a meticulous attention to detail when reviewing and analyzing data maintenance processes.
* Implemented improved reporting techniques, resulting in performance deficiencies identification.
* Reviewed and analyzed systems functions and reporting processes to ensure continuous accuracy.
* Utilized in-depth analysis and creative problem solving to troubleshoot reporting issues. Served as a subject matter expert on performance metrics analysis, design, and development.
* Automated multiple reporting tasks through the creation of reporting tools. Managed guidelines for calculations for metrics and analysis.
* Maintained an ongoing schedule and documentation for all reporting procedures. Followed company policies, technical procedures, and standards for preserving the integrity and security of data, reports and access.

**Network Engineer / Cognizant – Hyderabad (Mar 2010 – Sep 2010)**

* Implementation & Support of entire UBS Tele presence &Boardroom Video Infra which consists of Cisco Tele presence or Boardroom Video (Tandberg or Polycom) Develop Backup strategies as per client requirement
* Implements any new change in UBS TP and BV Setup which might include Endpoint software up gradation, Infra Upgrade, new Endpoint Deployment, any other integrations like Lync- Video etc. Creation of Roll back plan and risk involved in the task.
* Performs RCA (Root Cause Analysis) on any disruption which is caused in UBS TP including Video Conferences, Device Failure and sending the report to UBS Board of Directors
* Working with Cisco TAC on any major escalation or Priority 1. Providing support to all the UBS clients globally regarding Video.
* Immersive Technology Managing High profile calls to make sure that no disruption occurs during or before the call to avoid incident occurrence Directing and supporting high priority issues as per the process for the quicker resolution.

**IT Source India Tech Pvt Ltd - Pimpri-Chinchwad, MH (July 2008 – Mar 2010)**

* Maintenance and Troubleshooting of Desktops. Connecting Calls through MGC 50 Servers.
* Checking device settings regularly as Maintenance Activity.  Preparing daily checklist reports.
* Call Monitoring through Polycom PVX software. Trouble shooting of VC calls by remote login thru desktop.  Trouble shooting of O/S and Hardware related issues.  Installing various Software packages, Operating systems like Windows 98, XP, 2003.
* Installing dual booting such as Windows 98 and Windows XP.  Diagnosing and rectifying LAN, Hardware and Software conflicts.

**Front Desk Officer / Hotel Sai Prakash, Hyderabad (Feb 2006 – July 2008)**

## **Education**

* Bachelor of Science from Sri Sai Degree College in 2003.
* Board of Intermediate M.P.C (Mathematics, Physics, Chemistry) from Sri Chaitanya Junior college in 1998 **Hyderabad**.
* SSC from Little Flower High School in 1996 **Hyderabad**.