

# Devakalyan Adigopula | Business Analyst

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## PROFESSIONAL SUMMARY

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Analytical and results-focused **Business Intelligence Analyst** with experience in **data visualization, pricing analytics, and reporting automation**. Skilled in **Power BI, SQL, and Python** for designing interactive dashboards, integrating large data sets, and driving strategic business decisions. Proven ability to transform complex data into actionable insights supporting sales, operations, and marketing teams. Passionate about using analytics to enhance **customer experience, optimize pricing models, and improve performance metrics**.

## SKILLS

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- **Business Analysis & Strategy:** Requirements Gathering, Process Mapping, Business Process Optimization, Gap Analysis, KPI Development, Change Management, Stakeholder Engagement, Business Case Development
- **Business Intelligence & Data Analytics:** Power BI, Tableau, QlikSense, Data Visualization, Dashboard Design, KPI Reporting, Ad-hoc Analysis, Market Insights, Forecasting, Business Intelligence (BI) Solutions, Reporting Automation, Data Governance
- **Technical & Programming Skills:** SQL (Joins, Subqueries, Data Validation), Python (Pandas, NumPy, Matplotlib), R (Statistical Modeling, Hypothesis Testing), VBA, Power Query, Snowflake, MS Access
- **Cloud & Enterprise Tools:** ServiceNow (ITSM, CMDB, ITAM, SAM, HAM), Salesforce, SAP HANA, Oracle, AWS, Azure, Google Cloud, API Integrations, ETL Pipelines, Automation Workflows
- **Project Management & Methodologies:** Agile, Scrum, Waterfall, JIRA, Confluence, Figma, Lucidchart, Cross-Functional Collaboration, UAT Coordination, Change Requests, Process Documentation
- **Quality Assurance & Testing:** User Acceptance Testing (UAT), Regression Testing, Functional Testing, Test Case Creation, Defect Tracking, Validation & Verification
- **Core Strengths:** Analytical Thinking, Problem Solving, Communication, Collaboration, Attention to Detail, Adaptability, Results Orientation, Continuous Improvement and Business Teams, Sprint Planning, Technical Documentation & Knowledge Transfer Sessions, Software Development Life Cycle (SDLC), Cross-functional Collaboration with Teams

## EXPERIENCE

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### Graduate Assistant

University of Scranton

May 2024 – Dec 2024

Higher Education | Student Engagement | Internal Operations

- Faculty teams lacked structured insights for research data; **used Python (Pandas, NumPy) and R** to clean datasets, run statistical models, and visualize patterns, **increasing analytical efficiency by 35%**.
- Reporting across academic departments was manual and inconsistent; **built Excel dashboards and Power BI reports** to automate KPI tracking on enrollment, student performance, and budget utilization, **cutting reporting time by 50%**.
- Faculty research projects needed predictive insights; **applied regression and forecasting models in R and Excel** to support data-backed academic decisions, **enhancing result accuracy by 20%**.
- Encountered data validation issues across multiple sources; **wrote SQL queries** to verify dataset consistency and remove redundant records, **improving reliability for institutional reporting**.
- Communication gaps existed between departments; **developed process documentation in Confluence** and created visual workflows in **Lucidchart**, helping teams align on data reporting standards.
- Presented research outcomes and visual summaries using **Power BI and Tableau**, transforming raw data into actionable insights for the Office of Institutional Research

### Business Analyst

Wipro Technologies

Apr 2022 – August 2023

IT Service Management (ITSM) | Enterprise Solutions | Consulting & Technology Solutions

- Supported enterprise-wide ServiceNow implementations across ITSM, CMDB, and ITAM modules, **bridging business and IT teams** to streamline asset lifecycle, request workflows, and service delivery.
- Collaborated with global stakeholders to analyze business requirements for **enterprise applications** including ServiceNow, SAP, and in-house systems; **translated functional needs into technical specifications**, improving cross-platform integration.
- Diagnosed data discrepancies between ServiceNow CMDB and ERP systems; built **Python-based validation scripts and SQL reconciliation reports**, achieving **99% accuracy in configuration item (CI) mapping**.
- **Optimized Service Catalog and Flow Designer workflows** to reduce redundant approvals and automate service provisioning, resulting in a **45% improvement in fulfillment speed**.
- Partnered with ITSM process owners to define **incident, change, and problem management metrics**, and designed **Power BI dashboards** for SLA compliance, backlog trends, and request analytics.
- Worked with enterprise architects on **integration design between ServiceNow and Active Directory, SAP, and HR systems**, ensuring data synchronization and governance alignment.

- Conducted **UAT, requirement walkthroughs, and process documentation** in JIRA and Confluence to ensure smooth deployment and end-user adoption of ServiceNow enhancements.
- Coordinated with ServiceNow developers to create **custom tables, business rules, and UI policies** to support enterprise workflows and role-based access control (RBAC).
- Automated ticket triaging using **ServiceNow Orchestration** and **email inbound actions**, reducing manual routing errors by 30% and improving first-response SLA adherence.
- Led **data-driven analysis on enterprise KPIs** using Power BI, Excel (DAX, Pivot, VLOOKUP), and SQL to monitor operational efficiency and deliver actionable insights to leadership.
- Supported **enterprise change and release management activities**, including impact analysis, test plan creation, and post-deployment validation to ensure stable system transitions.
- Developed and maintained **business process documentation, BRDs, FRDs, and training materials**, enabling knowledge transfer across distributed team

#### Jr Business Analyst

##### Reliance Communications

**May 2021 – Mar 2022**

*Telecom & Network Services | IT infrastructure | enterprise connectivity*

- Partnered with cross-functional teams across **network operations, billing, and CRM** to streamline data workflows and reporting across OSS/BSS systems.
- Identified data mismatches in service records; built **SQL validation scripts and Power BI dashboards** to reconcile billing and provisioning data, improving accuracy by **32%**.
- Conducted **gap analysis** and **process mapping** for new product activation and fault-management workflows, reducing turnaround time by **30%**.
- Supported **data migration and ETL validation** between legacy billing systems and central repositories using **Excel and SQL**, ensuring seamless transition and integrity.
- Documented **business requirements, process flows, and test cases** for telecom service modules, collaborating with developers to align business and technical needs.
- Delivered **performance dashboards** for churn, SLA, and revenue trends in Power BI, enabling leadership to make faster, data-driven decisions.
- Assisted management in **forecasting network utilization and subscriber growth**, providing analytical inputs for capacity-planning initiatives.

## CERTIFICATIONS

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- Google Analytics Certification
  - IBM Data Analyst Professional Certificate
  - Scrum Master Certification
  - ServiceNow IT Leadership Professional Certificate

## EDUCATION

Master of Science in Business Analytics – **University of Scranton**

**Aug 2023 – May 2025**

- **GPA: 3.93**
- **Honors:** Beta Gamma Sigma (Top 10% academic performance), Omega Rho Honor Society (Outstanding achievement in operations research and management science).
- **Activities:** Active member of INFORMS, staying engaged with current analytics and operations research trends.