Kiranmai ReddyVarakantam
Business Analyst

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SUMMARY

- Business Analyst with 4 years of experience in delivering scalable, data-driven solutions. Expertise in requirements analysis, stakeholder communication, and process optimization within Agile environments. Skilled in translating business needs into technical solutions through clear documentation.
- Proficient in end-to-end requirements gathering and documentation, creating BRDs, FRDs, user stories, and use cases. Designed workflows and wireframes using JIRA, Confluence, Lucidchart, and Balsamiq to translate business needs into actionable deliverables.
- Experienced in data analysis and reporting, extracting insights using SQL (PostgreSQL, MySQL), Python (Pandas), Excel (Pivot Tables, Power Query), Tableau, and Power BI. Focused on building dashboards, automating reports, and identifying trends to support decision-making.
- Skilled in cloud-based system integration and platform analysis, working with Salesforce, SAP, and ServiceNow to streamline operations, support backlog grooming, and enhance cross-functional collaboration. Coordinated UAT, test case reviews, and sprint planning to ensure timely, quality delivery.
- Expert in improving business processes and ensuring quality, executing gap analyses, facilitating stakeholder workshops, managing change requests, and supporting regression, functional, and UAT testing. Ensured traceability and business alignment across full project lifecycle.

EDUCATION

Master of Science in Data Analytics Engineering | GPA: 3.73/4.0   **Fairfax, VA**
George Mason University (GMU), College of Engineering and Computing

SKILLS

Programming & Scripting: Python, R, SQL, JavaScript, Data Wrangling, Statistical Analysis, Data Modeling, Machine Learning,
Business Analysis & Documentation: Requirements Elicitation, Requirements Gathering, BRD, FRD, User Stories, Use Cases, Acceptance Criteria, Process Mapping, Gap Analysis, Impact Analysis, Business Rules Definition, BPMN, UML, Wireframing, Stakeholder Communication, Change Management,
Data Analysis & Visualization: SQL (PostgreSQL, MySQL, Oracle), Excel (Pivot Tables, Power Query, VLOOKUP), Tableau, Power BI, Data Profiling, KPI Tracking, Dashboard Creation, Trend & Forecast Analysis, Data Cleansing, Data Mapping
Tools & Platforms: JIRA, Confluence, MS Visio, Lucidchart, Miro, Figma, Salesforce, ServiceNow, SAP, SharePoint, Smartsheet
Agile & Project Management: Agile (Scrum/Kanban), Sprint Planning, Product Backlog Management, Roadmapping, SAFe, Waterfall, Hybrid Methodologies, Release Planning, Risk Management, RAID Logs, Project Scheduling
Testing & Quality Assurance: UAT Planning & Execution, Test Case Creation, Functional Testing, Regression Testing, Defect Tracking (JIRA/ALM)

PROFESSIONAL EXPERIENCE

DXC Technology   **Jun 2024 – Present | Ashburn, VA**
Business Analyst

- Developed interactive dashboards using Power BI and Excel, transforming complex data into actionable insights. Leveraged Excel for advanced data analysis and Power BI for effective visualizations, improving reporting efficiency by 30%.
- Created detailed user interface wireframes and collaborated with UX/UI teams to design intuitive screens for a client portal. This redesign improved user engagement by 25%, resulting in a significant increase in user retention and a 15% reduction in user-reported issues.
- Worked closely with the data team to map and validate legacy system data using SQL queries, ensuring error-free migration and faster system onboarding. The team achieved a 40% improvement in data accuracy, avoiding potential delays and cost overruns.
- Assisted in change control processes, managing and documenting all scope changes and ensuring that project timelines were maintained. This helped prevent scope creep, resulting in projects being delivered on-time and within budget.
- Coordinated business process optimization workshops that led to a 30% improvement in operational workflows, reducing inefficiencies and enabling the client to scale their business operations without increasing resource requirements.
- Supported the User Acceptance Testing (UAT) phase by creating test plans and test cases based on business requirements, resulting in a 95% defect-free release. This helped the development team meet strict quality standards and improved customer satisfaction by 20%.
- Managed stakeholder relationships, ensuring continuous communication and alignment throughout project phases. Regular updates and active listening helped anticipate needs and expectations, leading to a 15% increase in stakeholder satisfaction and smoother project execution.

Accenture   **Jan 2021 – Dec 2022 | Hyderabad, India**
Business Analyst

- Led requirements gathering for a software upgrade, creating 200+ user stories and process flow diagrams. This improved sprint delivery speed by 30% and boosted team productivity by 25%, enhancing communication between business and technical teams.
- Produced Business Requirement Documents (BRDs) and Functional Requirement Documents (FRDs), ensuring alignment between stakeholders and developers. This facilitated 95% on-time delivery of project features, increasing efficiency by 20% and reducing scope creep by 15%.
- Developed interactive dashboards using Tableau and Python, translating complex data into actionable business insights. Leveraged Python for advanced data processing and Tableau for visualizations, which improved reporting efficiency by 30% and enhanced decision-making processes across departments.
- Facilitated UAT for a platform release, creating test scripts and managing tests in Jira. Achieved 99% defect-free deployments, reducing post-launch issues by 30% and improving user satisfaction. Managed the Product Backlog, prioritizing features based on business needs and stakeholder feedback.
- Developed and maintained project documentation on Confluence, creating a centralized knowledge repository that streamlined team communication and improved internal processes. This led to a 50% reduction in onboarding time for new team members and a more cohesive work environment.
- Spearheaded the development of business rules documentation for new system integrations, which directly enhanced system functionality and reduced errors by 40%. This initiative ensured smoother transitions during system upgrades, maintaining business continuity and customer trust.

Tech Mahindra   **Nov 2019 – Dec 2020 | Hyderabad, India**
Business Consultant

- Led the requirements gathering and use case development for a customer-facing application, creating over 100 use cases and acceptance criteria that resulted in a 35% improvement in user satisfaction post-launch. The new system streamlined customer interactions and reduced resolution times by 20%.
- Authored detailed FRDs that outlined both business and functional requirements, facilitating clear communication between business and IT stakeholders. This clarity helped reduce 30% of potential roadblocks, ensuring smoother project execution.
- Developed traceability matrices to track test case execution and map them to business requirements. This approach ensured that all business objectives were covered during testing, reducing project delays by 20% and improving deliverable quality.
- Managed and optimized Agile sprint planning sessions, ensuring clear prioritization of business requirements. This focus on priority tasks resulted in 25% faster delivery of key features, improving overall project outcomes.
- Directed the change management process for major system updates using the Waterfall methodology, ensuring smooth transitions and minimal disruptions. This reduced post-launch support issues by 40%, enabling seamless adoption of new features.
- Facilitated business process re-engineering workshops, identifying inefficiencies and recommending process improvements. This led to a 15% reduction in operational costs and improved project timelines across multiple departments.