MOHAN KRISHNA CHADRAM

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SUMMARY
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IT Business Analyst & Certified Product Owner with 8+ years of experience essaying various technical and functional roles in Banking & Financial Services and Health Care sectors. I am expertise working with cross-functional teams in the software development, Business workflows, analyzing business operations and providing business solutions by leading and managing Technology teams.

Responsible for managing the complete Project life cycle that includes Scope identification, defining Project Roadmap, Requirement gathering, Analysis, Design, Development, testing, implementation, enhancements, Gap analysis and Risk Management of Software Applications and Services using Waterfall and Agile methodology.

I am also a certified Scrum Master who can lead, schedule, plan and facilitate continuous Business process improvement events. Experienced in leading the Teams Management responsibilities that includes Project coordination, planning, execution and release management.

SKILLS:
- **Database management/IDEs**: Hadoop, AWS, Teradata, Oracle, SQL Server, SAS Enterprise Guide.
- **Programming**: SQL, Soap Webservices, Python, SAS, Java.
- **Project Management/Workflows**: ITSM, ITIL, GitHub, HP ALM, JIRA, Confluence, Conceptboard, Figma, MS Visio, SharePoint.
- **Cybersecurity**: Identity and Access Management (IAM); Privileged Access Management (PAM); Governance, Risk & Compliance (GRC – RSAM, RSA - Archer).
- **Business Intelligence Tools**: Tableau, Cognos, MSBI, Informatica.
- **Software Development Lifecycle (SDLC) Methodologies**: Agile (Scrum), Waterfall, Lean.

Certifications: CSPO, Scrum Master, CyberArk Trustee, ITIL, Six Sigma-Green

EXPERIENCE
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Business Analyst
Client: Horizon Blue Cross Blue Shield   Newark, NJ
Employer: Natsoft Corporation   Apr 2020 - Till Date
Enterprise Big Data Projects

The objective of the Enterprise Big Data Projects is to solution, design, develop and implement the large-scale enterprise solutions on cloud. Implement Claims migrations, Healthcare benefits, Contract renewals, Enrollments and Rating Engine projects into Hadoop Framework using agile methodologies. Deliver Data ingestions, Analytical & Audit Reporting needs and enhancements adapting to quality standards and overseeing smooth implementation of the projects involving multi-vendor accounts. Focused on client first approach and delivering the services based on business needs without compromising on quality standards, managing financials and overseeing smooth implementation of the projects involving multi-vendor accounts.

Responsibilities:
- Lead Business Requirements Gathering process that include creation of deliverables, conduct detailed research and perform analysis necessary to identify viable solution alternatives.
- Coordinate the development, testing and implementation of system specifications.
- Lead the validation of requirements against identified and defined business needs, maintaining requirements for future reuse, trace requirements from business case to implemented solution.

- Lead and coordinate teams of other resources to ensure alignment of technical solutions with business requirements for medium to complex issues (quantity and magnitude).
- Manage the deployment of tools and methodologies to identify process and operational efficiencies in business current and future state models to optimize business value.
- Create, document and review of Business/Functional Requirement Documents/Traceability Matrix (BRD, FRD, RTM) and System Requirement Specifications (SRS) through Business use cases, high-level solution design flows and data mapping to control numerous artifacts produced by Teams across the deliverables.
- Responsible for people management, financial management, Resource management, capacity & Release management, identifying business opportunities, SOW/Work Order documentation process utilizing the appropriate tools and deliver work estimates to client.
- Establish and maintain a high level of stakeholder and user intimacy in coordinating all activities, acting as the point of contact for application development planning, applying domain expertise to adjudicate feature requests and development priorities.
- Facilitate Change & Data Management across entire process from Project conceptualization to Testing through Project Delivery, Software Development and Implementation in diverse Business and Technical Environments.
- Responsible for conducting research and root cause analysis for customers with the goal of recommending and implementing new processes and solutions to operational deficiencies.
- Conduct User Acceptance Testing (UAT) for projects, implementations, system fixes and enhancements etc.
- Prepare materials for internal and external audit activities, review audit findings and reports for accuracy and completeness. If appropriate, formulate rebuttal and corrective action steps.
- Work with solutions/delivery teams to implement data quality processes during acquisition, ETL, and delivery stages for Business Intelligence solutions and support changes to Data Warehouses.

Business Analyst

Client: J P Morgan Chase
Employer: Tata Consultancy Services
Project: Document Management (Banking)

Columbus, OH
Jan 2018 - Mar 2020

The goal of CCB - Document Management Project is to provide maintenance/enhancements, integrations of modules and testing. Image Archive and Retrieval project provides services to search and retrieve documents from various archives of the firm, System Testing, Integration Testing, Regression Testing and User Acceptance Testing for the Servicing and Default applications. Image Archive and Retrieval project has a web portal to search and retrieve any document from various archives like IBM OnDemand, FileNet P8 and ETA archives. The web portal also allows the users to modify a document and upload to the archive, print the documents, fax and mail the documents. The project goal is to make enhancements to the web portal to make users access the documents easily.

Responsibilities:
- Facilitate implementation of new functional & non-functional requirements.
- Worked closely with development staff to contribute to the identification, assessment, and integration of wide-ranging technologies and advanced concepts which facilitate the development, refactoring and re-architecting of systems across different security domains to ensure successful migration to the Cloud.
- Experience soliciting requirements from customers, building business cases, evaluating customer priorities and creating a release based on business value.
- Lead the Scrum Team's Product Backlog grooming, User Story development and Sprint prioritization.
- Coordinate across cross LOB's product owners, project managers, stakeholders and subject matter experts (SMEs) as the lead Business Analyst.
- Involved in all phases of data mining; data collection, data cleaning, developing models, validation, visualization and performed Gap analysis.
- Gather & identify API requirements for many REST web-services that support JSON, which were used company-wide for various applications and web portals.
- Articulate default customers profiles along with reports using Python and Tableau to generate analytical results and strategic implications to senior management for strategic decision making.
- Work with developers, user experience designers, subject matter experts, legal and

- compliance teams to obtain a well-rounded understanding of what is being asked for and our ability to deliver it within the constraints of our banking environment.
- Assesses potential impacts and changes to our core UIs, middleware services and Frameworks.
- Collaborated with other functional teams across the Risk and Non-Risk groups to use standard methodologies and ensure a positive customer experience throughout the customer journey.
- Engaged in creation of project workflows, Demos, User guides, support manuals for Technology Teams through Atlassian Confluence and JIRA.

Business Analyst

Client: J P Morgan Chase   **Columbus, OH**
Employer: Tata Consultancy Services   **May 2017 - Jan 2018**
Employer: Axistech INC   **Jun 2016 - May 2017**
Project: Identity and Access Management (Cybersecurity)

I am member of the Chase CCB (Consumer & Community Banking) Access Uplift - Identity & Access Management Team. Responsible to perform end-to-end information systems compliance testing that included assessing risk and formal reporting of risk internal and external to the enterprise. Compliance activities include Sarbanes-Oxley compliance, operational audits, Information Technology audits, internal audits, external audits, business analysis and requirements gathering.

Responsibilities:
- Liaised with project managers, designers and development teams (onsite and offshore) to ensure that projects in progress are developed to deliver the business requirements.
- Driven the alignment across stakeholders including business owners, senior Business sponsors, technical architects, and developers (not as a project manager but as a leader and vision holder)
- Develop and maintain the Identity and Access Management Architecture and standards.
- Worked closely with the Risk Control teams and ADM for break remediation planning and standards compliance.
- Design, deliver and maintain firm wide Privileged Access Management (PAM) solutions.
- Perform effective testing of inter-system connection and application controls.
- Worked extensively with data governance team to maintain data models, Metadata and dictionaries.
- Created and published multiple dashboards and reports using Tableau server.
- Extensively used SQL queries for legacy data retrieval jobs.
- Coordinating SOX walkthroughs for internal controls to ensure compliance with Sarbanes-Oxley legislation.
- Develop, maintain, and execute standard operating procedures (SOP) for all identity management.
- Coordinate on-going remediation efforts by working with stakeholders to determine ownership and appropriate corrective actions.
- Performed various walkthroughs and testing of entity-level controls, change controls, access controls, automated controls, process related controls, and other general controls such as disaster recovery, backups, and business continuity. Perform effective testing of inter-system connection and application controls.
- Build partnerships with business units to ensure that business requirements continually inform Role Based Access Control program
- Involve in testing & operations on various operating systems, databases and applications, including but not limited to SAP, PeopleSoft, Windows 2000 and Active Directory, AIX, UNIX, Mainframe, Oracle and proprietary technologies.

Business Analyst

Client: J P Morgan Chase   **Jersey City, NJ**
Employer: Axistech INC   **Aug 2015 - June 2016**
Project: BCBS Reporting (Auto Finance)

Worked for the Chase Auto Finance, BCBS (Basel Committee on Banking Supervision) Reporting project, specific responsibilities include producing project scope documents, documenting functional specifications, performing complex data analysis, data mapping, defining test scripts, liaising with the advisor end-users on business related project deliverables. Responsibilities include adherence to the defined SDLC processes, project deliverable management, advanced data analysis, issue and risk identification and tracking, as well as status reporting.

Responsibilities:
- Facilitated collection of requirements from system users and preparation of business requirement documents (BRD) using Requisite-Pro that provided appropriate scope of work for the technical teams.
- Developing Source to Target Mapping for the incoming data, certifying the quality of data in files and streamlining to the required tables.
- Capture the reporting requirement from business to incorporate it to SQL logic.
- Unwinding the existing logic in SQL Server/Oracle to fit into new ICDW model and create STT (Source to Target) documents accordingly.
- Prepare a Base Query and the transformation logic for the respective target Integration Tables and Semantic views.
- Create databases, users, tables, triggers, macros, views, stored procedures, functions, Packages, joins and hash indexes in Teradata database.
- Performance analysis, monitoring and SQL query tuning using EXPLAIN PLAN, Collect Statistics, Hints and SQL Trace both in Teradata as well as Oracle.
- Reviewing the referential and historical integrity of data warehouse information.
- Coordinate with key stakeholders, subject matter experts, application owners, IT and other analysts for business requirements gathering and analysis.

Data Remediation Analyst
Client: First Hawaiian Bank   **Honolulu, HI**
Employer: Axistech INC   **Feb 2015 - July 2015**
Project: CCAR (Financial Data Analysis)

Data Integration/Remediation project, for the Risk Analysis Division. My role was to access the information about the data source fields from the point of delivery mappings for the Banking systems and assess the impact on downstream data management environments of processing different banking products via different systems and processes. The banking systems included the Advanced Lending Solutions, Mortgage Servicing Systems, Mortgage Origination Systems, Collection & Recovery Systems, Automated Financial Systems and Total System Services.

Responsibilities:
- Profile the CCAR Data fields in Enrich and source system fields.
- Verification of technical requirements for creating the CCAR fields in Oracle Database.
- Built and maintained SQL scripts, indexes, and complex queries for data analysis and extraction for varies projects.
- Analysis on the preliminary list of gaps and in scope systems/field to identify Data Modeling changes.
- Gathering the information about manual sources that are not captured in POD Mappings.
- Assisted in creating business requirements, technical specifications, implementation and test plans.
- Responsible to capture the Data Issues identified during: EY Assessment, Pod Documentation, profiling source system fields and Enrich Fields.

Software Engineer   **AP, India**
FRUX Software Solutions   **Jun 2012 - July 2013**

FRUX Software Solutions develops software solutions and provides integration services to deliver a standards-based, manageable and cost-effective infrastructure that reliably connects applications and integrated business processes across the extended platforms.

Responsibilities:
- Product development specializing in leading technologies like client-server, N-tier, E-Commerce, E -Governance and web-based applications.
- Maintenance and monitoring of Project wise performance of trainees, trainers, batch, training center and placement coordinators.
- Delivery of high-quality solutions in the field of Information Technology.
- Provide an objective system for recording and aggregating information.

PROFESSIONAL CERTIFICATIONS
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- *Certified Scrum Product Owner - Scrum Alliance, ID 001320781 in Feb-2022.*
- *Certified Scrum Master - Scrum Alliance, ID 0013207811 in Mar-2022.*
- *CyberArk Certified Trustee - CyberArk, ID 1221990 in Sep-2020.*
- *Six Sigma Green Belt - International Six Sigma Institute, ID 82059823175892 in Jan-2019.*
- *Certified Access Management Specialist - Identity Management Institute, License 3944 in Feb-2018.*
- *Certified Identity and Access Manager - Identity Management Institute, License 3676 in Jul-2017.*
- *ITIL Foundation Certificate in IT Service Management - EXIN & AXELOS, ID 5946432.20639998 in Mar- 2017.*
- *SAS Certified Base Programmer for SAS 9 in Sep-2015.*

EDUCATION
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International MBA Institute   **Jan 2019**
- Master of Business Administration in Management.

Oklahoma State University, Stillwater, OK   **Aug 2013 - Dec 2014**
- Master of Science in Electrical Engineering.

Gitam University, Visakhapatnam, AP, India   **Jul 2008 - Apr 2012**
- Bachelor of Technology in Electronics & Communication Engineering.