

Professional Summary:

- Master's degree in Technology & Operations with 5 years of experience supporting Business & IT operations for large scale enterprise wide applications in Implementations, Product Development/Enhancements, Data Migrations projects.
- Successfully led teams spread in a global environment with sizes of 10-12 resources within multiple Service delivery frameworks including Agile, Scrum, Kanban and Waterfall models.
- Hosted scoping sessions to understand customer journey and business objectives, built timelines for technical and user readiness, identified required project resources and tracked milestones for success.
- Technology enthusiast – experience with Web Architecture, Entity framework model, Infrastructure components, Support & delivery functions of a software development life cycle. Worked with CICD pipelines to manage global deployment activities
- Worked & Coordinated with all personnel of IT teams – Development, Testing, Program management, Devops, InfoSec, IT compliance, Production support & Database admins.
- Specialized in the concepts of **Data Analytics & Visualizations**. Extensive knowledge of **SQL scripting & Advanced Excel** analysis.
- Excellent client interaction skills. Point of contact for aResearched for process improvement initiatives/tools to improve operational efficiency for a smoother process.

Achievements:

- Initiated a conversation with the client to showcase a newly developed feature which would be beneficial for their data maintenance which later turned out to be a project by itself. In terms of value, the conversation initiated generated a revenue of \$400,000 for a team of 3 on-site & 7 offshore resources.
- Worked collaboratively to deliver a defect free UAT followed by production for consecutive releases way ahead of the planned date through simple but powerful means of effective communication saving 3 weeks of development time.
- Delivered a POC on automation of weekly tableau reports using Workfusion RPA saving almost 2 hours/week.
- Delivered a POC on automation of daily UAT first occurrence capturing i.e. capture the data created by client users during UAT for 100% test coverage and to mitigate any production risks.

Technical Skills:

Requirements Tracking Tools	Microsoft TFS, JIRA, Rally
Databases & ETL tools	MS SQL Server, Oracle (Toad), Postgres (Navicat) , RapidMiner, Informatica
Visualization Tools	Tableau 2018, Power BI, Chart.io
Analytical Tools	Alteryx, Advanced Excel, Minitab
Development Stacks	Microsoft stack – Azure, TFS, VSTS, SharePoint & .NET, Atlassian Stack – Jira, Confluence, Bitbucket, Crowd,
Testing Tools & Technologies	Selenium, Katalon, Load Runner, Jmeter, Workfusion RPA, Microsoft Test Manager, Hp ALM (QC)
ERP	Oracle EBS: OM, INV, AR, PO, GL, AP.
Others	Word, Access, Power Point, Outlook, Visio, Lotus Notes, Ultra Edit

Experience:

Product Manager /Sr.Business Analyst | TSYS (Total Systems) | Alpharetta | June 2019 – Jan 2020

SUBJECT AREA: Payment Processing, Digital Engagement, Loyalty/Rewards management.

INDUSTRIES: Financial Services in Banking.

TECHNOLOGIES: Atlassian Stack - Jira, Bitbucket, Confluence, IBM Mainframe, Jenkins, SQL (Oracle), Tableau 2018.1, Excel, Workfusion RPA.

Working within the **TSYS Issuing Solutions**, managed delivery of Loyalty & Digital engagement platforms for multiple client engagements across US & Canada.

- Improved known/anticipated features, priorities and delivery in partnerships with Client teams and Technical Leads
- Conduct sprint planning sessions and assigned sprint tasks to all the team members.
- Work with vendor technical teams to enhance integrations with in-house application for Digital engagement for credit card users using APIs.
- Coordinate with different teams – TS2, Product engineering, Branding, ETL, Conversion, Development, Testing & Program Management to successfully work towards delivery.
- Worked independently for multiple projects at the same time with minimal direction from the manager.
- **Developed Tableau dashboards** for KPIs and reporting. Automated old reporting mechanism (Excel sheets) to dynamic BI Dashboards using **Tableau 2018 & Workfusion RPA** presenting data view across different KPI's saving up to 2 hours of weekly manual report generation efforts
- Documented business processes and published within TSYS confluence page.
- Research for smart & innovative ways constantly for process improvement.

Sr.Business Analyst | Ernst & Young | Alpharetta | Mar 2017 – June 2019 (27 months)

SUBJECT AREA: Fraud prevention, Compliance management, Due Diligence management.

INDUSTRIES: Healthcare, Banking, Consumer Goods and Retail.

TECHNOLOGIES: Microsoft Stack – Azure, TFS, .NET development frameworks (JSS, Angular), MS SQL Server, VSTS, SharePoint, Tableau 2018, Selenium, RapidMiner, Python, Blue Prism RPA.

Worked within the **EY Forensics platform**, delivering web-based risk analytics platform. As a Business analyst/Scrum Master, led project teams to deliver custom web solutions in a Scaled Agile framework in 3-week sprint's across US, EMEA & APAC.

Business Analyst/Scrum Master: Mar 2018 – July 2019

- **Led the software development team of 8 people** within multiple countries to work in an agile environment and deliver 6+ client engagements.
- Discussing with Customers, Sr. Managers and functional owners in the business flow meetings for gathering requirements.
- Providing insights, suggesting new approaches based on the technology limitations for the business to meet the requirements.
- Defining key Performance Indicators, translating the results and findings into functional and technical documentation.
- Project Resourcing, Activity Timeline & Control, Project/Budget Costing, Risk calculation & mitigation.

Business Analyst: March 2017 – June 2019

- Worked with Product owner and client teams to understand functional and technical requirements and mapping them within Microsoft TFS into Epics–Features–Stories.
- Owned product backlog for Client requirements and translated into technical requirement for development teams. Configured internal systems using **JSON** specific to client needs.

- Involved in **design of prototypes** using Balsamiq. Prepared business requirement documents, process flow maps, data flow maps. Involved in testing features and functionalities developed.
- Coordinated UAT & Production deployment plans and organized UAT testing with client teams.
- Applying the **technical skills in Tableau and SQL** in **data collection, data analysis and reporting** to fetch the data from the warehouses for reporting.
- Creating, Maintaining and **Scheduling of Tableau Data Extracts** using Tableau Server and Tableau Desktop and updating the extracts based on the reports needed to be generated.

BUSINESS ANALYST INTERN | S2IT GROUP LLC | ALPHARETTA | SEPT 2016 – MAR 2017 (7 MONTHS)

SUBJECT AREA: Data warehousing, Insurance Claims.

INDUSTRIES: Insurance, Business Operations.

TECHNOLOGIES: Microsoft Projects, Microsoft PowerPoint, Oracle E-Business Suite.

- Worked on Insurance CLAIMS applications for Auto and Property LOB.
- Involved in testing Auto Insurance Renewals, New Business, MVR Reports functionality.
- Used SPSS for data cleaning, reporting and developed efficient and modifiable statistical scenario.
- Extracted data from Oracle, SQL Server and legacy systems using Talend to load it into a single data warehouse repository.
- Worked on writing complex SQL queries in performing Data analysis using window functions, joins, improving performance by creating partitioned tables.
- Prepared dashboards with drill down functions such as date filters, parameters, actions using Tableau to reflect the data behavior over time.

QA SPECIALIST | WISSEN INFOTECH | HYDERABAD | JULY 2014 – JUNE 2015 (11 MONTHS)

SUBJECT AREA: Travel & expense management.

INDUSTRIES: Product development, Consulting, Business Operations.

TECHNOLOGIES: HP ALM, Jira, SQL (MS SQL), Excel & PowerPoint, Concur.

- Worked on ETL workflows to bring data from Oracle HRMS for employee information & expense data from Concur.
- Prepare Schedules and Estimations for Test Plans, Test Cases and their execution for each use case and their Reviews, Approvals and Signoff.
- Prepared High-Level Test Design and Traceability Matrix. Involved in preparing Test Plans, Test Cases for end to end functionality for each Use Case and execution of the Test Cases.
- Worked with Automation & Performance teams to work towards process efficiency. Utilized selenium automation scripts for the CICD process.
- Manual testing of front-end UI and suggest for enhancements for better user experience.
- Involved in End to End testing of Querying Requisitions on SSMS databases.
- Transfer data to the relational databases for visualization and generate reports by the BI team. • Performed Back end testing by writing SQL statements like Insert, Update, Delete, Join, Inner Joins, Outer joins and Self Joins using SQL.

Education:

- **Master's in Industrial Technology & Operations** Aug 2015 – May 2017
Illinois Institute of technology, Chicago
- **Bachelor's in mechanical engineering** Aug 2010 – May 2014
Osmania University, Hyderabad

