Summary

* Business Analyst/Management Consultant with 6 years of progressive experience in Business and Systems/Data Analytics & Management/Process Analysis/Management Consulting.
* Big 4 consulting experience focused in IT Strategy and Performance within CIO Advisory, and IT Enabled Transformation.
* Experienced in requirements elicitation and change impacts assessments to align with business needs.
* Domain knowledge from most recent experience includes government agencies, telecom, food service, and financial industry telecom industry.
* Analyzed data from primary and secondary data sources and developed databases to facilitate market research in the food service industry. Provided market propensity study based on deduced findings.
* Worked in Agile and waterfall environments to manage Technical, Business teams and aligned stakeholders.
* Modeled and Implemented new concepts and business initiatives.
* Worked closely with Stakeholders to proactively improve existing processes by seeking constant feedback.
* Performed Gap Analysis, created process flow diagrams on AS-IS and TO-BE systems.
* Authored and maintained multiple technical project documents.
* Developed test plans and test cases, engaged in QA, Systems Testing and User Acceptance Testing.
* Assisted with potential project estimations.
* Designed and developed various Dashboards to facilitate strategic decisions.
* Demonstrated good organizational and project planning skills with emphasis on details.
* Demonstrated experience in implementing ITIL framework in alignment with the organization’s strategy and compliance.

Education

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| MS in Management Information Systems | University of Illinois at Chicago | **Dec 08** |
| BE Computer Science and Engineering | Anna University, India | **May 05** |

Certifications

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| --- | --- |
| IZ0-047/Programming in SQL/ Oracle 10g; | **Mar 09** |
| IZ0-147/PL/SQL Developer/ Oracle 10g; | **May 09** |
| ITIL V3 Foundation; | **Feb 12** |

Technical Expertise

* Database Systems- MS Access, MS Excel, MySQL, Oracle 9i/10G, Oracle PL/SQL
* Operating Systems- Microsoft Windows, UNIX
* Business Analytics- Alteryx
* Business Modeling/Mockups- Microsoft Visio, Balsamiq
* Project Management- MS Project, MS Team Foundation Server/Visual Studio Team Services
* Software Testing Tools- Bugzilla
* Presentation- MS Power Point

Professional Experience

Texcel Vision, Austin, TX

Business Analyst –TxDOT, TxDMV –Government Agencies May 16-Present

*NttData (TxDOT) : Multiple projects:*

*Pavement Preservation/Maintenance Division: Multiple projects*

* Responsible for stakeholder analysis.
* Performed systems and integration analysis, data analysis on current state model.
* Analyzed and gathered requirements on the future state scenario to provide solution per SOW.
* Engaged with the SMEs to perform security assessment.
* Worked with the Quality team to write test cases and test plans.
* Worked closely with the pavement preservation SME to gather more subject level knowledge.
* Created SRS, Design Specification Document, User Manual, and Requirement Traceability Matrix as deliverables for the projects.
* Responsible for drafting and sending communications to the appropriate parties in preparation for product Go-Live.
* Coordinated and captured lessons learned in the project.

*Site Manager Upgrade (Reverse engineering)*

* Worked with the developers to reverse engineer the upgrades that were performed on the Site Manager application.
* Responsible for creating SRS document on reverse engineered technical upgrades.

*Service Now Upgrade*

* Responsible for analyzing and comparing the current TxDOT’s Service Now version (Eureka) to the upgraded version (Helsinki) the future.
* Assisted the development team to identify and analyze the Skips occurred during the upgrade.
* **Authored Assessment documentation for the use of the IT Helpdesk as well as the end users to help familiarize with the newly upgraded environment.**
* Involved in testing of product using Bugzilla.
* Coordinated and captured lessons learned in the project.

*Oracle project Portfolio application for Bridge division*

* **Organized, authored and published technical communications to the identified audience.**
* Developed End-User training material.
* Authored **Service Specification** document for the use of the IT Helpdesk to assist as a knowledge base document and for end user calls and routing/escalation methods.
* Worked closely with the QA team to gather test cases and test plan/results.

*projects Misconfigured Workstations*

* Servers installed in Workstations were identified, and decommissioned. The related data was moved to an appropriate location for further use.
* **Authored and published technical communications and questionnaire to the identified audience regarding the upcoming steps in the process.**
* **Worked with end users one on one to decommission the server installations and movement of related data.**

*Ad hoc Projects:*

* Assisted with potential project estimations.
* Conducted stakeholder interviews to identify the work involved in potential projects and helped with estimations.

*TxDMV : Application Migration Server Infrastructure Transformation Project*

*(Txdot and TxDMV Technology Separation Project)*

* Assisted TxDMV with moving its applications and servers from Texas Department of Transportation (TxDOT) supported systems to TxDMV supported systems.
* Assisted with identifying the appropriate authentication method and the end users to be moved into the identified environment.
* **Conducted stakeholder interviews with business and organizational units to identify the communication between the applications and usage.**
* **Elicited requirements from business users and conducted gap analysis between current and future state environments.**

KPMG LLP, Dallas, TX

Management Consultant –AT&T –Telecom INDUSTRY Sep 11-Jul 15

*Information Strategy and Performance - Asset Lifecycle Management (ALM)*

* **Advised client on different IT Strategies and Performance domains from an IT operations perspective**.
* **Worked with senior IT management / ITIL Master on process improvement opportunities and managed change in the environment using data driven results.**
* Created Process Models/Flow charts for Vendor rationalization and cost optimization efforts.
* Created effective communication plans for the implementation of the future state of ALM in the organization.
* Trained and mentored junior staff members on regular basis.
* Created training modules and presented a class on ALM efforts.

*CIO Advisory - Software Asset Management (SAM)*

* Developed and maintained the software inventory and licensing information.
* **Created SAM processes to optimize software spending and ensure ongoing SAM compliance efforts.**
* Implemented a tracking system that matched the software inventory and usage VS the licenses owned in the organization to avoid any legal complications.
* **Created training manuals** and trained IT asset managers on SAM processes and tools.
* Performed software reconciliation to bring down total costs to the organization.
* Worked closely with the ITIL master to achieve continuous process improvement per organizational standards.
* Presented the SAM process initiative business case to the client and updated the progress on a regular basis.
* Led and worked in conjunction with 3 member offshore team to achieve the goals of the business initiatives.

*IT Enablement – Audit Validation:*

* Lead the integration Audit validation team to identify and apply production business rules within multiple layers of business applications.
* Provided processes and solutions to validate that the business rules were applied to satisfy new FCC mandates.
* Identified trends and created test cases to create a working model for validating daily voice and data usage.
* Anticipated potential/impending breaks in the process by analyzing trends to maintain business as usual.
* Performed defect/issue management, daily reporting, process enhancement and refinement using internal defect tracking tools.

*IT Enablement – HR–employee backfill:*

* Analyzed the AS-IS HR organizational structure and gathered requirements for process improvements for future state HR transformation initiative.
* **Analyzed large sets of employee data and created comprehensive dashboards with drill down options** to make effective and smart backfill decisions which reduced the overhead costs considerably.
* Provided a comparative study on cost benefits on hiring methods based on employee’s qualifications, location, and seniority level among other attributes.
* Updated the backend with latest employee records to maintain a high level of accuracy on a monthly basis.

PH7 Inc. - Illinois

Database Business Analyst/Market Research-FOOD SERVICE Industry Aug 09- Apr 10

* **Performed market research in the food service space to provide quantitative and qualitative analysis for businesses on their unique needs**
* Gathered and created comprehensive and accurate databases of information using over 80 data sources in the food services industry on more than 5 million global operators.
* Updated the databases every month to provide businesses the access to current and accurate food service data.
* Provided analysis for clients on marketing strategies to successfully develop their business.
* Used Alteryx to develop scripts to automate processes and built modules to reduce processing time on large data sets from 1 hour to 1 minutes.
* Worked on Adhoc requests to provide reports and visual charts on market analysis for specific client needs aside from the day to day operations.
* Mentored less experienced team members to come up to speed.

Harley Davidson Financial Services-, Illinois

Business Analyst-FINANCIAL SERVICES INDUSTRY Jan 08-Jul 08

* Lead the team of 5 Business Analysts to drive the migration of the financial credit decision engine at HDFS.
* Gathered user requirements and created functional specifications for development of the new Web-Hosted Java based system from the legacy system which was an In-house COBOL based engine.
* The migration was efficiently carried our without losing business as usual functionalities.
* Enhanced the new system to process up to 18 concurrent applications as opposed to single applicant per session.
* Conducted vendor assessment matrix and chose the right vendor for solution delivery.
* Provided functional guidance to programmers to resolve issues.
* Created ongoing project status reports along with risk identification and mitigation plan.
* Analyzed user test cases and created detailed test plans.