**Rama Lakshmi Kolusu**

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**Professional Summary:**

**8+Years** professional experience working on various technologies, complex projects across multiple regions & different lines of business.

* Hands-on experience in full system development life cycle (**SDLC**) adept in both Waterfall and Agile methodologies: Assessing user’s needs analysis, planning, scheduling, systems design, testing,quality assurance, documentation, project implementation, and customer support.
* Have good Interpersonal Skills in coordination with Stake Holders, Project managers, Team Leads, Developers, and QA Analysts.
* Strong Experience in **Business and Data Analysis, Data Profiling, Data Migration and Integration**.
* Extensively worked on **MS Word, Excel, Power point, Access, Visio, Share point, and Change control** to produce and represent Documents, Process flow Diagrams, Reports.
* Experience with various **ETL, data warehousingtools and concepts**.
* Expertise in preparing **BRD,FRD,SRS, Data Mapping documents, Use Cases,User Stories and various UML diagrams like process flows.**.
* Proficient in Designing **Dataflow Diagrams, ER Diagrams, Use Case Diagrams, Activity Flow Diagrams.**
* Involved in defining the source to target Data mapping, Business rules and Data definition.
* Demonstrated the capability of translating complex business needs into technical solutions.
* Exceptional ability to work with **Subject Matter Experts (SME)** in order to extract, document, and digitize their domain knowledge, business rules, requirements, decision process, and expertise.
* Managed **UAT process** by performing **smoke testing, test case validation,** and obtaining business approvals on UAT for scheduled deployments.
* Practiced in clarifying **Business requirement**, performing **Gap analysis** between goals and existing procedures/skill sets, and designing process and **system improvements** to increase productivity and reduce redundancy.
* Working on the Certification Process to become a **Certified Business Analysis Professional(CBAP).**
* Worked with data manipulation and able to perform analysis using spreadsheets and database tools.
* Capable of rapidly learning new technologies with strong Analytical, Organizational, Communication and Interpersonal skills.
* Have good experience in interacting and working collaboratively with teams as an excellent team player and also can work independently under aggressive deadlines.Positive, people-oriented, and energetic attitude.

**Technical Skills:**

* **Tools**: MS Office (Excel,Word,PowerPoint, Visio), MS SharePoint, SQL \* Plus, SQL Navigator, JIRA,Toad, Test Management,Oracle Forms Builder, Rational RequisitePro,Microsoft Visual Studio (12/13), Enterprise Architect, HP Quality Centre,Req Tracker.
* **Reporting Tools:** SSRS, Crystal Reports,Oracle Reports Builder.
* **Programming Languages:** Sql, Pl/Sql,T-Sql,Xml,Html.
* **Databases**: Microsoft SQL Server 2005/08/12/13, Oracle11g/10g.
* **Methodologies:** Agile, RUP,Waterfall.
* **Operating Systems:** Windows (8, 7, Vista, XP, NT, 9x), UNIX and Linux.
* DRD, ERD, SVN,UML,User Stories, Use Cases, CRM.
* Good understanding of C, C++, ASP.Net, JQuery and UNIX Shell Scripting.

**Professional Experience:**

**United Shore Financial Services Troy, MI Jan’14 – Till Date**

**Description:** Worked on a project calledDestiny, which is a full-featured application, migrating from legacy system developed for users, Brokers, Third party Vendors to perform all operations related to Mortgages**.** It is mainly divided into 3 primary categories **Wholesale, Retail,and Correspondence Applications.**

**Role:Business Analyst:**

* Involved in Customer Business Meetings in order to get the appropriate requirements on both Green field Projects and existing applications on Tasks,BreakFixes,Enhancements, etc. at various stages.
* Involved in various stages of **SDLC** like gathering User requirement and System Specification. System Analysis, Design, Development, Testing and Implementation.
* Gathered and analyze information on both current and desired future state business process and

documented the business requirements.Wrote User Stories during various Phases of the projects like Inception,Construction and Transition.

* Conducted Joint Application Development (**JAD**) sessions,**Work shops** with Subject Matter Experts (**SME's**), Development teams and QA teams.
* Involved in **Production Pushes** and **Emergency Deployments** for various releases.
* Developed **UML Use Cases** for the application using **Rational Rose** and prepared the detailed work flow diagram based on the proposed enhancement for the system.
* Define, Assign and also Update the projects in **SharePoint** based on the priority to track the work progress and to reduce redundancy.
* Developed and maintained **Requirements Traceability Matrix (RTM)** to track requirements and the test scripts.
* Aided QA analysts in testing the developed solution against desired requirements to ensure the business needs were met and suggest changes if necessary.
* Documented Business requirement Documents, Process flowcharts and Solution Designs.
* Proactively worked on relationships with employees both inside and outside the Organization, to determine business and functional requirements and identify solutions to resolve those needs.
* Conducted individualized **Test cases and Testplans** for each application affected by the migration.
* Incorporated **Wire Frames and Prototypes** for better understanding of the project Requirements for the whole team.

**General Motors (OnStar) Detroit, MI Jun’12 – Dec’13**

**Description:** OnStar Corporation is a subsidiary of [General Motors](http://en.wikipedia.org/wiki/General_Motors_Corporation) that provides subscription-based [communications](http://en.wikipedia.org/wiki/Telecommunication) in [United States](http://en.wikipedia.org/wiki/United_States), [Canada](http://en.wikipedia.org/wiki/Canada) and [China](http://en.wikipedia.org/wiki/China). OnStar application is a vast full-featured application developed for various uses for vehicle users like navigation system, auto security, vehicle diagnostics, intelligent energy management, etc.

**Role:Technical Business Analyst:**

* Collaborated with business, developers, project managers in conceptualizing and developing the application and enhancements.
* Monitor and control progress against plans, taking corrective action as required and assess the proposed changes.
* Identifying options for potential solutions and assessing them for both technical and business suitability.
* Experience in successfully leading a team to achieve project targets and deadlines.
* Acted as single point of contact between Project Management and appropriate IT groups from solution planning, sizing, to fulfillment.
* Performed business requirement reviews and facilitated review sessions with QA team to ensure the test cases are in sync with the requirements. Participated in team meetings on regular basis and involved in Active discussions in order to improve testing quality.
* Created **activity diagrams** and **sequence diagrams** to analyze the requirements and recommend solutions. Involved in creating **UML, Use case diagrams, Activity diagrams and State diagrams using Enterprise Architect.**
* Reported all events and requirements through established reporting mechanisms in**SSRS.**
* Performed **GAP analysis** of business rules, business and system process flows, useradministration, and requirements.
* Prepared **Unit Test plans** and test data for Unit Testing the new functionality and the change requests implemented.
* Created **XML** block additions and modifications based on business rules and workflow modifications to capture and manage client policy and underwriting data required to issue policy for a prospective insured.
* Worked with the End users to do the User Acceptance Testing (**UAT**).
* Updating SharePoint on weekly basis on Accomplishments and Plan for Next week priority goals for the team.
* Worked extensively on **SQL Loader** for data import and export from Text files, flat files to Excel files.

**J P Morgan Chase & Co Chicago, IL Jan’11- Jun’12**

**Description:**Worked on an application **BOB** (Business Optimization Browser) in Home Mortgage to track the productivity of over 45,000 employees of the organization and designing it on a Designation process.

**Role:TechnicalBusiness Analyst:**

* Conducted Requirement gathering sessions, feasibility studies and organizing the software requirements in a structured way.
* Effectively Interfaced with business users to prepare, sggest and update Business Process Requirements (**BPR**) and Software System Requirements (**SSR**) for using IAM tools.
* Develop and maintain reporting and analytical tools, including Business Objects.
* Was involved in defect fixing, change request and release maintenance of the application.
* Involved with the test team executing all Unit, Integration, User Acceptance and Regression testing using test cases created in **HP Quality Center** to ensure that the Application data Analysis forms conform to the specifications of business requirements Creating graphical representations of complex business processes.
* Worked as lead of testing team during UAT – creating and executing test cases and supplying the whole team with daily reports.
* Involved in the **Agile environment** where actively participated in team meeting, iterations, retrospectives, and also involved in structuring of the application process.
* Mentored and trained other Business Analysts in the Organization on processes, applications and on various tools used.
* Used **JIRA** tool for **bug tracking** and **issue tracking**andhandlingJira tickets raised by the users/managers if with in the scope.
* Extensively designed Data mapping and filtering, consolidation, cleansing, Integration, ETL, and customization of data mart.

**Sony Music Entertainment Atlanta, GA. May’10-Dec’10**

**Description:** An application which is pioneered to bring accurate, timely, and crucial information for decision makers needing to successfully manage their organization.Tracking the customers interest of various music Albums basing on their search on the websites.

**Role:TechnicalBusiness Analyst:**

* Interfaced with stakeholders and the development teams during requirement,developmentand testing phases.
* Used Clarity **PPM** to align project investments with corporate goals by developing plans and communicating.
* Worked on **Quality Center** to create and update the test cases and also worked with QA Analysts in Regression Testing which has dependency on other applications.
* Conducted **JAD sessions** to allow different stakeholders to communicate their perspectives with each other resolve any issues and come to an agreement quickly.
* Managed 5 Offshore developers on daily basis and assigned work to each of them.
* Ensured all artifacts complied with corporate **SDLC** Policies and guidelines.
* Provided post implementation application support for end users.
* Worked closely with **Production support** to analyze and break fixes the production issues.
* Analyze performance and provide solutions during Data Migration from T-SQL to Postgres database while migrating Tables, Triggers, Packages, Functions and Procedures, which also include application migration.
* Researched in determining the reporting tool, and the allocation of direct access to backend tables for real-time Ad hoc Reporting and analysis.Generated Reports using **SQL Server Reporting Services (SSRS).**
* Developed, modified, and optimized queries to data retrieval and modification.
* Troubleshoot, Fixed, Implemented bug fixes and enhancements with tight deadlines.

**Bio Scrip Minneapolis, MN Jan’09 – May’10**

**Description:** An enterprise wide software solution utilized by staff members managing thousands of clients was developed. The object of the system was to fully automate the business processes carried out by the staff by providing functionalities like maintaining electronic medical records, secure data storage,Insurance information and authorization modules.

**Role:Data Analyst/System Analyst:**

* Creating and running the shell scripts to run the Processes at time schedule according to business rules and also created roles, users and database objects.
* Worked with project team representatives to ensure that logical and physical data models were developed in line with corporate standards and guidelines.
* Extensively designed Data mapping and filtering, consolidation, cleansing, Integration, ETL, and customization of data mart.
* Worked on daily basis with lead **Data Warehouse** developers to evaluate impact on current implementation, redesign of all **ETL logic**.
* Created various financial reports like account details, Balance sheet, Profit and loss statements in Crystal reports.
* Fine-tuning **SQL Queries** to improve performance that was achieved by changing table joins, sub queries and the way columns are declared wherever possible.
* Created Technical specifications documents based on the functional design document for the ETL coding to build the data mart.
* Effectively interfaced with stakeholders and the development teams during requirement and development phases.
* Wrote scripts for Migrating Tables, Packages, Procedures, Functions, and Triggers for various versions, which included **Application Migration**.
* Identify any issues related to database performance and provided corrective measures.
* Developed **Oracle forms and Reports** from the legacy system **Oracle Forms and Reports 6i**.
* Worked on Data Cleaning, Integration and also Optimizing SQL Queries for Better Performance of the system.

**Mahindra & Mahindra Ltd, India. May’06- Nov’08**

**Description:**Mahindra & Mahindra Limited is an Indian multinational automobile manufacturing corporation headquartered in Mumbai. It is one of the largest vehicle manufacturers by production in India and the largest seller of tractors across the world.

**Role: Jr.Database Developer**

* Worked on Packages that enable the grouping of related PL/SQL objects, such as **Procedures, Variables, Cursors, Functions, Constants, and Type Declarations.**
* Expertise in **Installation, Configuration and Maintenance of Oracle Database.**
* Developed **PL/SQL Functions, Cursors** for various calculations in the application.
* Used bitmap **Indexes, materialized views and partition tables** to optimize the queries and to enhance the performance.
* **Fine Tuned SQL** for the maximum efficiency in various schemas across databases using **Oracle Hints, Explain plans and Trace sessions** for Cost based and Rule based Optimization
* Developed database objects like **Tables, Views, Indexes, Synonyms and Sequences**.
* **Normalized, DE normalized** tables basing on the complexity, redundancy, and Data Retrieval performance.
* Performed data back-up and archival on regular basis.

**Education:**

* **Masters in Management of Information Systems:** Texas A&M International University,Laredo, TX
* **Bachelor of Technology:** Electrical and Electronics Engineering, JNTU, India.