**Swapna Reddy**

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**PROFESSIONAL SUMMARY:**

* Results-driven, versatile consultant with over 7+ years of experience as a Business analyst in Supply chain and Retail Industries
* Experienced in analyzing business requirements at different stages of software development life cycle (SDLC)
* Hands on experience working on various SDLC models such as Agile, Scrum, Waterfall, and Rational Unified Process (RUP)
* Exceptional knowledge of GAP analysis and Requirements Traceability Matrix (RTM), and proficient in creating and documenting use cases
* Good understanding of Supply Chain, logistics, sales, and business analysis at both staff and manufacturing locations
* Experience in interpreting and writing Story Card, Use Cases, Functional Requirements, Screen Specs, and Data Mapping documents
* Good with documentation of Business Plans, Requirements, Functional Specifications and Test Cases
* Conducted Joint Application Development (JAD) sessions and worked with stakeholders and Subject Matter Experts (SMEs)
* Experienced working with various teams including off-shore teams working at different time zones
* Knowledgeable with POS (Point-of-Sale) and software for inventory management
* Exceptional Communication skills with diligence in written and oral communication
* knowledge of User Interface (UI) designing, worked with UI teams in most of the projects and contributed to the betterment of the final outcome
* Strong Understanding of BI (Business Intelligence) through designing data models, data processing logic, and UI
* Strong with analytical skills and writing use cases, business rules, and other artifacts such as swim lane diagrams, activity flow diagrams and data flow diagrams to effectively articulate and represent business processes, desired outcomes, and requirements
* Strong ability to understand and document critical data through effective data collection, Analysis and Data interpretation
* Exceptional Analytical skills with strong knowledge of advanced excel in pulling out reports
* Conduct user acceptance testing (UAT) to ensure smooth project delivery
* Experience working with XML files to troubleshoot system integration issues

**TECHNICAL SKILLS:**

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| **Methodologies** | Rational Unified Process, Agile, Waterfall |
| **UML Diagram** | Rational Rose, MS-VISIO, Smart Draw |
| **Requirement Management Tools** | Telelogic - Doors, Rational - RequisitePro, Mercury - Test Director, LenderAssist™ |
| **Bug Tracking Tools** | Rational - ClearQuest, RequisitePro, Mercury - Test Director/Quality center, Serena - PVCS Tracker, Atlassian – JIRA |
| **Databases** | MS-Access 2.0, SQL, PL/SQL Oracle RDF,AIP |
| **Operating Systems** | Windows 2000/NT, XP |
| **Configuration Management** | Rational - ClearCase, Serena - PVCS, MS Share Point |
| **Automation Tools** | Rational Robot, Mercury WinRunner, Mercury LoadRunner |

**PROFESSIONAL EXPERIENCE:**

**Cummins Inc.,**

**Designation: Senior Business Analyst/Project Manager**

**Location: Rocky Mount, NC**

**Duration: Feb 2014 - Present**

**Job Description:** Cummins Inc., designs, manufactures, and distributes engines, filtration, and power generation products. Cummins also services engines and related equipment, including fuel systems, controls, air handling, filtration, emission control and electrical power generation systems. The project was about designing a web application for supply chain assessment and re-alignment to the vast client base.

**Key Responsibilities:**

* Conducted JAD (Joint Application Design) sessions and interviews with stakeholder and Operations managers to understand existing system and desired changes to be perform as a part of TO BE system study.
* Analyzed sales and supply chain data and participated in a cross-functional team documenting AS IS, identifying brainstorming solutions and preparing recommendations.
* Involved and managed change management program to monitor impact of SCOR (Supply Chain operations) Prepare Detail questionnaire and template for functional requirement gathering for SCOR implementation.
* Redesign SCM process (Plan – Source – Make – Move –Deliver – Return) to optimize SCOR model which leads 70% increase in (Value Customer, Value Proposition, Value Network).
* Worked with contract manufacturer and vendors on cost savings project to eliminate non-value activities in the international freight quoting process and reducing quote time from 7 days to 2 days.
* Re-engineered the Change process to improve efficiency and effectiveness which annually resulting in 80% improvement in throughput time.
* Developed SRS (System Requirement Specifications) and FRS (Functional Requirement Specifications) to design an interactive electronic system.
* Resource allocation and project time lines planning done along with technical team lead.
* Resolved product configuration issues and recommended improvements to engineering specifications.
* Analyzed data and created class diagrams and ER diagrams for designing databases.
* Did unit testing with the test daily file and sent the everyday test Agent training file by running the jobs manually. Crated, handled and maintained the .SQL scripts, .CMD files and RDFs according to the changes in the business requirements.
* Determined project scope and engineering requirements, estimated schedules, tracked item completion, certified milestones and maintained project documentation and corporate e-commerce web site Testing.
* Developed a 4-week rolling forecast in an Excel system for communicating sales projections to manufacturing unit.
* Pulled out various reports using SQL and submitted to the business users on timely basis with the project updates.
* Presented Fishbone (Cause & impact analysis) diagram to see the changes in system prepare data dictionary and develop small database to store respective changes in existing system.
* Contributed to patch spec, technical specification document (TSD), AIP, Production support document, DR test strategy, performance test strategy and System recovery guide.
* Conducted User Acceptance Testing by writing test cases
* Presented data analysis to business users by pulling out required reports from the databases using SQL.

**AHOLD USA**

**Designation:Senior Systems Analyst**

**Location:Carlisle, PA**

**Duration: Oct 2012 – Feb 2014**

**Job Description:** Ahold USA is supply Chain Company and parent of GIANT, Peapod, Eagles, and Stop and Shop. The project was to use implement Oracle Retail Demand Forecast system and integrate it to the legacy systems already present. The present system provided basic forecast on the future demand for supplies. As a result of using Oracle Retail Demand Forecast system the client is able to more accurately predict future demand and replenish their supply using more accurate data. The Business benefit is each store’s inventory will have enough stock to provide to customers based on their demand and avoid overstocking. Overstocking causes holding of capital, which can be used by the company for better investment and under stocking will cause customers to be less satisfied with the service provided, and therefore loss of potential sales.

**KeyResponsibilities:**

* Facilitated JAD sessions with management, development team, users and other stakeholders to refine functional requirements.
* Followed AGILE methodologies, and was involved from gathering requirements to testing phase.
* Documented the user requirements Analyzed and prioritized them and converted them as system requirements that must be included while developing the software.
* Determined project scope and engineering requirements, estimated schedules, tracked item completion, certified milestones and maintained project documentation and corporate e-commerce web site Testing.
* Analyzed data and created class diagrams and ER diagrams for designing databases.
* Planned and defined Use Cases created Use Case diagrams, Scenarios and Use Case Narratives using the UML methodologies.
* Used JIRA to track the project updates and ensured the sprints were completed without much discrepancies.
* Worked closely with scrum master to design sprint overview and ensure smooth project delivery.
* Created Activity Diagrams, Sequence Diagrams and ER Diagrams.
* Created Mock-up forms in MS word for better visualization and understanding of the software solution.
* Tracked change requests and monitored workload and schedule.
* Developed strategies with Quality Assurance group to implement Test Cases in Test manager for User Acceptance Testing.
* Actively involved with UI team to ensure the project deliverable resembles the requirements.
* Created User Stories, Test Cases utilizing Target Process Agile methodology tool.
* Responsible for application performance from performance modeling, to performance measuring/profiling, to performance tuning.
* Substantial report development experience utilizing SQL Server Reporting Services (SSRS).

**Sam’s Club**

**Designation:E-Commerce Business Analyst**

**Location:Bentonville, AK**

**Duration: July 2011– Oct 2012**

**Project Description**: Sam’s Club Corporation operates membership warehouses, which offer a selection of branded and private label products in a range of merchandise categories in no-frills, self-service warehouse facilities. Sam’s Club was implementing a new system for improving the point of sale performance. New functionality was added to the registers at the store, to keep track of slow moving inventory, over stocked items, stock out so as to ensure optimum level of stock in the store and maximize sales by increasing the speed of credit card sales. The project was to work on a part of supply chain management system; point of sale application, which includes functionalities like credit card processing, accounting, financial analysis and inventory control.

**Key Responsibilities:**

* Conducted user interviews, gathered requirements, analyzed the requirements using RUP methodology and documented the requirements using Rational Requisite Pro.
* Extracted the Business Requirements from the end users keeping in mind their need for the application and prepared Business Requirement Documents (BRD) using Rational Requisite Pro.
* Responsible for identifying, documenting and testing the data mapping feeds from several reference data systems, to risk applications.
* Created Process Work Flows with supply chain perspective, Functional Specifications, and responsible for preparing Software Requirement Specifications (SRS), Functional Specification Document (FSD).
* Created Process Flow diagrams, Use Case Diagrams, Class Diagrams and Interaction Diagrams using Microsoft Visio and Rational Rose.
* Created Use cases, activity report, logical components and deployment views to extract business process flows and workflows involved in the project. Carried out defect tracking using Clear Quest.
* Responsible for applying object oriented analysis and design (OOAD) principles to create domain models using UML.
* Authored various Use Cases and Activity diagrams, Sequence diagrams using Rational Requisite Pro and used UML methodology to define the Data Flow Diagrams (DFD).
* Responsible for performance modeling, evaluating the application performance and performance tuning of the applications.
* Responsible for Data Extraction, Data Compilation, Data Analysis, Data Manipulation and Data Validation using SQL queries in a MS SQL Server 2005 environment.
* Generated XML documents using the XML Output Stage.
* Prepared test Data sets and performed data testing using the PL/SQL scripts. Also used MS excel for data mining, data cleansing, data mapping, data dictionary and data analysis.

**Deloitte Support Services India Pvt., Ltd**

**Client: Barnes and Noble College**

**Designation: Senior Business Analyst**

**Location:Basking Ridge, NJ**

**Duration: March 2010 – July 2011**

**Project Description:**Textbook Rental - Inventory Management and Order Fulfillment System (IMOFS). The order and inventory management software offers a complete set of automated capabilities that will provide Barnes and Noble with integrated supply chain management and enable control across entire organization, students, bookstores, partner booksellers and publisher partners. The project scope is to enable the system to offer an end-to-end procure-to-pay process and a complete real-time visibility into books demand, supply and fulfillment measures and trends.

**Responsibilities:**

* Facilitated JAD sessions and design meetings with the Stakeholders, SME's and Leads of Interfaces.
* Performed requirements modeling and develop analysis diagrams, activity diagrams, sequence diagrams, state diagrams, data models, and use-case realizations using RUP tools in Agile.
* Documented high level business requirements, preparing detailed business requirements.
* Lead extensive JAD sessions with SME’s, application development team, power users and other stakeholders to understand high level business requirements and refine functional requirements.
* Prepared Data Flow Diagrams (DFD) and Activity Diagrams using UML to integrate business processes with systems development.
* Developed documentation using MS office and Requisite Pro.
* Crystallized actual business flow and evaluate the details of order and inventory management Prepared and presented system use cases and assisted in formulating test cases.
* Communicated with enhanced high level flows diagrams: Presentation to senior executives, department users and IT developers and testers.
* Created Activity Diagrams, Flow Diagrams: Mock-up forms in MS word for better visualization and understanding of the flow of the application solution.
* Hands on experience in Manual Testing and User Accepting Testing (UAT), preparing user manuals and rollout plans.
* Designed, Developed and Executed test plans, test cases, test results analysis and reporting, defect management and test status matrices.
* Tracked change requests and monitored workload and schedule.
* Prepared and maintained Requirements Traceability Matrix.
* Wrote Test plan and Test cases for the Integration testing and system testing.
* Used SDLC (System Development Life Cycle) methodologies like the RUP and the waterfall.
* Extensively used SQL statements to query the Oracle Database for Data Validation and Data Integrity.
* Verified the data transformations and loaded from external data sources in Teradata, Oracle and SQL Server to the data warehouse and from the data warehouse to data mart using SSIS.

**Deloitte Support Services India Pvt., Ltd**

**Client: Best Buy**

**Designation:Business Analyst**

**Location: Hyderabad, India**

**Duration: July 2008 – March 2010**

**Project Description:** The project involved the development of a software which was an integrated application suite consisting of POS (Point of Sale) and store operations, inventory management, planning, business intelligence, payment processing and customer management. As a Business Analyst, I worked on the credit card security transaction under POS system.

**Responsibilities:**

* Gathered Business Requirements, analyzed data/workflows & performed GAP analysis.
* Facilitated JAD sessions for the collection of Functional Requirements from system users, and prepared Business and Technical Requirement Specification documents.
* Analyzed business and technical requirements, thus creating the Business Use Case (BUC) and Application Use Case (AUC) documents.
* Utilized RUP to configure and develop processes, standards, and procedures, and to perform System analysis.
* Assisted in Data File Definitions and Data mapping activities for the data gathered during the process of development and implementation.
* Documented approved change controls to add them into business design.
* Worked with the Project Manager on various Project Management activities like Resource Planning, Resource Request, keeping track of Project Status, Deadlines, and Issues, Environment Request, and Compliance Issues.
* Developed Data Flow, Work Flow, Process Flow, and Entity Relationship Diagrams in MS Visio, and analyzed them to create “AS IS” and “TO BE” scenarios.
* Worked as an Interface between the users and the different teams involved in the application development for the better understanding of the business and IT processes.
* Maintained Project Glossary for the entire project team.
* Followed the UML based methods using MS Visio to create Use Case, Activity/State Chart, Sequence, and Collaboration Diagrams.
* Used MS Access, MS Excel (Pivot tables), SQL to design and test.
* Worked with data validation, Adhoc report, report validation using excel, VBA Macro, SSRS, crystal Reports, Business Objects, Cognos and OBIEE.
* Participated in continuous process improvements that will result in greater efficiencies, improved customer service, increased revenue, and overall improved project performance.

**EDUCATIONAL QUALIFICATION:**

Bachelor of Science (Computer Science) in 2003

Osmania University