RAHUL CHALLA

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PROFESSIONAL SUMMARY

Diligent and dynamic **Business Analyst** and **IT Systems Data Analyst** with **8.5+ years** of proven track record in providing critical support for various domains like **Enterprise systems, Franchise critical applications within the Banking and Finance industry** and **3+ years of Business Market Research Analyst Internship experience in Automotive industry**, with expertise in functional specification development, process mapping, and stakeholder collaboration, with utmost appreciations from Clients. Skilled in bridging business needs with technical solutions, particularly in enterprise systems, financial applications, **process mapping, data mapping, and API integration**. Adept at building BRDs, FRDs, and user stories, conducting UAT, and collaborating with stakeholders in **Agile/Waterfall methodologies** and **scrum process** for **requirements gathering, process optimization, lifecycle documentation, executing business requirements,** and **user story creations**. Proficient in tools such as **JIRA, Confluence,** and **Lucidchart**, with a passion for continuous improvement, innovation, and delivering business value through technology.

Operated as the NAM regional lead with demonstrated expertise in managing high-impact incidents, conducting in-depth root cause analysis, and implementing long-term solutions to maintain uninterrupted performance and make sure 24/7 availability of critical production systems. Ability to build and maintain strong relationships across key stakeholders through engaging and concise public speaking and presentation skills.

TECHNICAL SKILLS

- **SQL Database:** Oracle SQL, PostgreSQL
- **Programming:** Shell Scripting, Unix/Linux, R-program, HTML, CSS, JavaScript, CAPL, Python
- **Technical tools:** ETL, Tectia, Eclipse IDE, BitBucket, RLM, Jenkins CI/CD Pipelines, JIRA, Confluence, LucidChart, UML, ServiceNow
- **Business Analysis**: Requirements gathering, BRDs, FRDs, user stories, Process Flows, acceptance criteria, backlog grooming
- **Reporting tools:** Tableau Desktop, Tableau Server, Tableau Prep Builder, Power BI, Excel reports
- **Monitoring tools:** ITRS, AppDynamics, IBM GRID, Autosys
- **Cloud:** GCP Services, Kubernetes Engine, BigQuery, Cloud Storage, IAM Roles & Policies
- **Operating Systems:** Windows, Linux AMI, Unix/Linux, CentOS, Red hat, Oracle EBS system
- **MS - Excel:** VBA Macros, Excel formulas, Pivot table
- **Others:** Selenium Manual & Automation QA/UAT testing, Python Jupyter, AI tools like ChatGPT

PROFESSIONAL EXPERIENCE

Business Analyst   April 2025 - Present
Saipsit Inc (Banking and Financial Application)- Houston, Texas

Responsibilities:
- Designed and implemented interactive dashboards for data visualization and reports to track application performance and key financial metrics, enabling stakeholders to make data-driven decisions and generate dynamic reports using **Power BI, Tableau desktop**.
- Supported **API integration design** by coordinating data sources, defining SLAs, and validating success criteria.
- Facilitated UAT planning and execution, created test cases, coordinated QA, and obtained business sign-off.
- Created workflows in **Lucidchart** to illustrate mortgage valuation and reconciliation processes.

- Collaborated with cross-functional teams to gather requirements, BRDs, FRDs, document user stories in **JIRA**, ensuring clear communication between stakeholders and development teams throughout the **SDLC process**.
- Created and updated **Confluence** pages for project documentation, maintaining organized, accessible records of business requirements and progress.
- Conducted the data analysis and reporting using **Oracle SQL** to extract, manipulate, and summarize financial data for key business insights.
- Utilized **MS Excel** and **pivot tables** for advanced data analysis, trend identification, and financial forecasting to support decision-making and reporting.
- Worked on Crunch time **Change Requests**, to analyze the impacted source systems and target audience and business users. Scheduled the meeting to discuss workflows, functional specific documents for respective changes and got the sign offs with no hazel and given the walk through to Development and QA teams to make sure the requirements are clear.

IT Business Systems Data Analyst   March 2023 - April 2025
Citi Bank (ACE Market Risk Application) - Irving, Texas

Responsibilities:
- Analyzed ACE Market Risk factors, including fluctuations in trades, rates, and various run types like GSST, CCAR, PST, HVAR and asset classes pricing to assess potential financial crisis across Citibank's diverse global portfolio, **contributing to more than 20% improvement in risk exposure accuracy.**
- Worked closely with stakeholders to interpret regulatory changes and update **Axiom** configurations, improving adaptability and reducing turnaround time for compliance reporting.
- Performed scenario analysis and stress testing on Linux servers, simulating diverse market conditions includes batches downloads and trades process with mappings and catalogs and ACE pricing. Enabled successful delivery of risk pricing to business stakeholders using IBM GRIDs and ITRS tool, before the regional SLA breaches helping the client avoid financial discrepancies **exceeding minimum $5M daily**.
- Integrated **Shell scripting in Linux** to automate repetitive core hour pricing processes, saving **2+ hours per day** & **reducing manual errors by 90%,** significantly increasing processing efficiency, reliability.
- Facilitated the timely and accurate delivery of End-of-Day (EOD) Market Risk reports, including reports for Run types like CCAR, Stress Testing, and Scenario Analysis, consistently achieving **95% SLA compliance.**
- Acted as a key liaison between business users and technical teams, monitor systems performance, health, and availability using **ITRS** and **IBM GRID** dashboards, proactively identifying potential issues and generating reports on key metrics using Tableau and efficiently resolving data and reporting inquiries, resulting in a **55% improvement in user satisfaction** and **reducing response time by 40%**
- Contributed to a **20+ successful production releases** by supporting User Acceptance Testing (UAT) and performing thorough post-deployment validations with **zero high-impact incidents**.
- Adept at collaborating with business leaders, cross-functional teams and stakeholders to align technology initiatives with business requirements, translating them into data-driven risk mitigation plans, **increasing operational efficiency by 30%**

IT Business Systems Analyst   November 2019 - February 2023
Citi Bank (Oracle ERP – Procure to Pay (P2P) Payment Application) - Tampa, Florida & Irving, Texas

Responsibilities:
- Oversaw DML, TCL, DQL processes for analyzing and testing millions of financial transactions, including Invoices, Purchase Orders, Account Payables, against Citi Bank's franchise critical Financial Risk Reporting Payments applications, **across 90+ countries**, leveraging ETL, Oracle SQL, and CI/CD pipelines.
- Negotiated, managed PROD CPU utilizations, space optimizations with multiple stakeholders, business leaders to increase space efficiency at reduced costs, this led to lower CPU utilization across all PROD servers, enhanced P2P application performance, **achieving a 15% reduction in invoice processing time**.
- Designed, optimized **Informatica PowerCenter ETL** mappings, transformations to analyze, process

- unstructured data, filter abnormalities, and convert data as per business requirements, **reducing data processing time by 35%**, improving data integrity, accuracy for structured & semi-structured data.
- Design and implement interactive dashboards and dynamic reports using **Power BI, Tableau desktop**, and **Tableau Server**, enabling executives to track application performance and key financial metrics, and customer insights in real time, **leading to a 15% improvement in decision-making speed**.
- Performed SQL-based data analysis and transformations in Oracle SQL, optimizing user payment processes through Concurrent programs in P2P system, **leading to $2.5 million successful transactions** before NAM regional SLA breaches, preventing penalties from US/Canada government.
- Resolve Techno-Functional issues related to Oracle Purchasing, Account Payables, iProcurement, P2P Xpress, eInvoice, iSupplier (P2P cycle). Involved in Oracle ERP systems Release 12 up-gradation Project, Company Separation project, **Oracle upgrade from R12.1.3 to R12.2.9**
- Utilize the **JIRA** and **Confluence** tools for managing, and maintaining appropriate documentation of requirement analysis, user stories, design details, and defect lists with their resolutions, test plans, test cases to enhance current system configuration and track user stories, sprints, and project requirements for the application developments and enhancements using **Agile**/**Waterfall** methodologies through **SDLC process**.
- Responsible for analyzing data on various **Oracle SQL** tables and developing SQL scripts as per the business requirements and migrating, and deploying the data fix to DEV, UAT & PROD using **Java Eclipse IDE**, **Bitbucket**, **Jenkins CI/CD Pipelines**, and **RLM** tools are effectively utilized in the application development lifecycle, helping streamline testing and deployment processes.
- Leverage **ServiceNow** for incidents, change requests, and problem management, ensuring timely resolution of issues, smooth integration of new features in line with business rules, SLAs through **ITIL, ITSM** process.

IT Analyst   October 2018 - October 2019
Citi Bank (CRS- Real Estate Applications) - Tampa, Florida

Responsibilities:
- Establish and support development environments independent of server installation, configuration, maintenance and trouble-shooting and responsible for coordination of user acceptance testing. Monitoring and Providing Post Implementation Support by working with cross-functional teams for accurate results.
- Oversaw scheduling and maintaining Vulnerability Assessments, infra items include CPU, GEM, VTM patches to overcome the security threat for Citibank and working closely with DBA, UNIX, Windows, and Cloud stakeholders to apply the patches successfully every quarter and timely update to business leaders.
- Troubleshooting production ServiceNow incidents that require detailed analysis of issues on web and desktop applications for REALM, REMS, Autosys batch jobs failures, and Oracle SQL database.
- Orchestrating with different stakeholders to move the new servers to BAU, decommission old unused servers. Key contributor to annual disaster recovery efforts, ensuring successful execution of COB plans each quarter.
- Resolve complex incidents, monitor solutions, and establish standards, procedures, and guidelines, including supporting and maintaining existing reports and BI solutions.
- Expertise in creating and managing Change Requests using ITIL, ITSM process after gathering business requirements from clients, business users and moving them to Implementation phase for any new enhancements and do the validations of PROD and work with DEV to troubleshoot any issues ensure the application is available for the users for BAU activity.

IT Business Data Analyst   September 2010 - February 2012
HP Inc (Supply Chain/Finance Applications) – Palo Alto, California

Responsibilities:
- Analyzed business and operational data to identify patterns, performance gaps, and opportunities for improvement in key processes across departments such as supply chain, finance, and customer operations.
- Developed and maintained interactive dashboards and reports using tools like Power BI and Microsoft Excel, enabling business stakeholders to make timely and data-informed decisions.
- Collaborated with cross-functional teams to gather business requirements, understand reporting needs, and

translate them into functional data and system solutions.

- Supported system upgrades and feature enhancements, assisting IT teams with UAT (User Acceptance Testing), validating data accuracy, and reporting bugs or inconsistencies during the deployment process.
- Performed data cleaning, validation, and quality checks to ensure the accuracy and consistency of reports generated from internal databases and enterprise systems.
- Delivered recurring and ad-hoc reports to business units, ensuring timely insights into KPIs such as sales performance, order fulfillment, inventory levels, or financial metrics.
- Utilized SQL queries to extract and manipulate data from relational databases for analysis, ensuring efficient data retrieval and transformation.
- Participated in Agile and Scrum-based projects, working closely with product owners and developers to support the delivery of data-related enhancements and reports.

INTERNSHIP EXPERIENCE

Technical Consultant   September 2017 - May 2018
Marist College (Digital Education Department) - Poughkeepsie, NY

Responsibilities:
- Designed Gateway Sakai website for Marist College using HTML, CSS, and JavaScript.
- Developed, designed, and maintained the Digital Education website using the Omni Update tool HTML, CSS, JavaScript for Marist College.
- Identify possible ways to improve the design of the Digital Education website by providing reviews, feedback, and recommendations of developments.

Web Developer   May 2017 - August 2017
Marist College (Web Services Department) - Poughkeepsie, NY

Responsibilities:
- Developed a website for the '2018 Super Conference' sponsored by Marist College, NEACAC.
- Built NYSACAC using the Life-Ray tool and GIT.
- Handled tickets from the clients, business users. Tested and updated the data and the reports according to the business requirements.

Market Research Analysis Intern   February 2015 - June 2016
IHS Markit (Automotive Semiconductor Industry) - Munich, Germany

Responsibilities:
- Extensively used MS Excel and Pivot tables for reporting the status in complex Excel sheets.
- Research and data analysis of different ECUs, sensor modules, other PCBs for Infotainment Systems at the BOM level. Research and identify Automotive Tier-1 for each supplier and all ECUs in various domains.
- Prepared a database for MAP & MAF sensors for Powertrain, this includes research on each 'Model' of BMW
- Filtering out the SoCs with the corresponding part numbers of Automotive OEMs such as Toyota, Honda, Ford, etc., for ADAS, Infotainment systems, made research to find the SoC suppliers.
- Built a database, which includes components such as sensors, and ECUs that include semiconductor chips for Automotive OEMs (Audi, Volkswagen, BMW) for domains such as ADAS, Powertrain, Chassis & Safety, and Infotainment system according to the production forecasts by each OEM model, vehicle type and segments.
- Prepared a robust model Semiconductor Market Tracker for Infotainment systems for OEM and AM, which includes Vehicle sales & Segments by regions, Vehicles production by regions, ECU shipments, Attachment Rate, Average Component Per Box, Semiconductor shipments, ASPs, Revenues.
- Master's thesis on hardware architecture & semiconductor components for different Infotainment systems.

Internship and Student Assistant   August 2013 - January 2015
Continental Automotive GmbH (Automotive & Powertrain Industry) - Regensburg/Lindau, Germany

Responsibilities:
- Developed a VBA program using macros to copy multiple strings from multiple databases to a completely new structured database to reduce manual effort by 10-15 hours weekly.
- Testing the ECUs according to the test plan using Vector CAN.LIN tool and Diagnostic Engineering tool (DET) for Ford Motor Company (FMC) client.
- Conducting tests according to the test plan and generating the necessary reports for them in IBM DOORS.
- Built a flashing station and tested BMW '7' Series Front View Multi-Functional Stereo Cameras (MFC4B0-BMW) for applications such as Lane Departure Warning, Traffic Sign Recognition, etc. using different automotive tools and creating and maintaining manuals the test cases.
- Created panels such as Velocity Changer, Acceleration and Steering Angle, Yaw Rate etc., using Vector Canoe. IP VN5610 Ethernet Interface Rest Bus Simulation, CAPL program.
- Installing and maintaining development tools of BMW such as E-Sys Tool.
- Built and maintained the HIL Simulator using insights information. Testing and Flashing ECUs and ZGW using E-sys tools in HIL station.

ACHIEVEMENTS

- Multiple times Best team awards by the Organization for being an active team player and adapting quickly to the role of System, Data and Business IT analysis.
- Appreciations from Citibank Senior Vice Presidents in regards of my efficient work as a NAM region lead coordinator in providing fast and accurate results to the business end users and controlling various Franchise critical Banking and Financial domain Applications and ServiceNow incidents.
- Built a website for New England Association for College Admission Counseling (NEACAC) and New York State Association for College Admission Counseling (NYSACAC) Super Conference, which went live without any PROD issues (https://superconference.marist.edu/)
- Built a database for a major South Korean semiconductor company using all systems and semiconductor components in the span of few hours saving around 5000 Euros.

EDUCATION

Marist College - Poughkeepsie, NY   August 2016 - May 2018
- Master of Computer Science in Information Technology
- Specialization: IT Business Analysis, DBMS, Data Mining, Web Technologies, 'R' Program
- GPA – 3.57/4.0

Technische Hochschule Deggendorf (THD) - Deggendorf, Germany   April 2012 - October 2015
- Master of Science in Electrical Engineering and Information Technology
- Specialization: Automotive and Industrial Drive Systems, Micro and Nano Electronics
- High Honors: First Class Degree

Jawaharlal Nehru Technological University - India   September 2006 - June 2010
- Bachelor of Technology in Electronics and Communication Engineering
- Specialization: Embedded and real time Systems
- High Honors: First Class Degree

PROFESSIONAL CERTIFICATIONS

Google Cloud Certified - Associate Cloud Engineer   January 2025
- Proficient in designing, implementing, and managing cloud infrastructure on GCP