

SAVITHA KANDUGULA

BUSINESS ANALYSIS ENTHUSIAST

📍 Location: Riga, Latvia (EU Blue Card) ✅ Visa Sponsorship not needed

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📁 [Business Analyst Portfolio](#)

PROFESSIONAL SUMMARY

Business Analyst with 6+ years of expertise in data-driven decision-making, process optimization, and stakeholder collaboration. Adept at requirement gathering, process improvement, and Agile methodologies, with hands-on experience in JIRA, Confluence, PowerBI, and workflow automation. Currently leading Business Analysis projects across multiple industries, applying Agile principles and process optimization strategies to improve business efficiency.

- ✚ Skilled in business process mapping, stakeholder management, and Agile development.
- ✚ Strong analytical mindset with experience in root cause analysis and workflow automation.
- ✚ Proven ability to bridge business needs with technology to optimize workflows and efficiency.

BUSINESS ANALYSIS PROJECTS & CASE STUDIES

- Agile Workflow Optimization – Enhancing Product Development (Gaming Industry)
 - **Problem:** The product development team faced bottlenecks and backlog delays, impacting release timelines.
 - **Approach:** Employed Agile Scrum methodology to refine sprint planning and backlog prioritization. Developed workflow diagrams to enhance team collaboration.
 - **Outcome:** Reduced inefficiencies by 30% and decreased defect rates through continuous testing.
- Expense Tracker - Business Analysis Case Study (FinTech Domain)
 - **Problem:** Users struggled with budget tracking and financial planning.
 - **Approach:** Conducted requirement gathering sessions and created wireframes and process flow diagrams for an intuitive budgeting interface.
 - **Outcome:** Established clear requirements that enhanced the banking app's value proposition.
- Customer Onboarding Optimization – Process Improvement (FinTech & Banking)
 - **Problem:** Onboarding delays led to increased drop-off rates and reduced conversions.
 - **Approach:** Applied 5 Why analysis and developed a stakeholder matrix for improved interdepartmental alignment.
 - **Outcome:** Reduced onboarding time by 40%, enhancing customer retention.
- Personal Finance Management – BA Project (FinTech & Banking)
 - **Problem:** Users lacked automated financial planning tools.
 - **Approach:** Designed a budget dashboard with AI-driven insights and developed data visualization models to track spending trends.
 - **Outcome:** Demonstrated the complete lifecycle—from stakeholder analysis to user stories, functional specifications, and process flows.
- Business Analysis Case Study: Data-Driven Talent Acquisition Strategies
 - **Problem:** Inefficient talent acquisition processes leading to suboptimal placement rates across multiple markets.
 - **Approach:** Conducted a comprehensive analysis of regional talent acquisition strategies, utilizing data-driven insights to identify key recruitment considerations and optimize sourcing and hiring practices.

- **Outcome:** Achieved a 20% increase in placement rates by implementing optimized, data-informed recruitment strategies.

CERTIFICATIONS & LEARNING BADGES

- [Business Analysis Foundations: Planning \(LinkedIn Learning\)](#)
- [The Complete Business Analysis Fundamentals Course + CERT \(YESI Education\)](#)
- [BA Analysis Basics \(Simplilearn | SkillUp\)](#)
- Agile & Jira Certification (AGILEKB)
- Microsoft Planner & Teams Certification (PMKB)
- Trello Certified (YESI Education)
- Multiple LinkedIn Certifications Leadership
- Power BI for Data Analysis (Udemy - in progress)

TECHNICAL & ANALYTICAL SKILLS

- Requirement Gathering & Elicitation: Brainstorming Sessions, Interviews, Surveys & Questionnaires, Workshops & Focus Groups, Document Analysis, Observation (Job Shadowing), Use Case Analysis.
- Business Analysis & Process Mapping: Business Process Modelling Notation (BPMN), Flowcharts, Swimlane Diagrams, Root Cause Analysis (RCA).
- Stakeholder Management & Communication: Stakeholder Matrix (RACI Chart), Stakeholder Mapping, User Personas, MoSCoW Prioritization.
- Agile & Scrum Practices: User Stories & Epics, Product Backlog Grooming, Sprint Planning, Daily Standups (Scrum Meetings), Retrospectives
- Requirement Documentation & Traceability: Business Requirement Document (BRD), Functional Requirement Specification (FRS), Requirement Traceability Matrix (RTM), Use Case Diagrams.
- Data Analysis & Visualization: PowerBI, Excel, Other Data Flow Diagrams.
- Workflow & Collaboration Tools: Jira, Trello, Confluence, Microsoft Planner, Draw.io

EXPERIENCE

Business Analysis & Agile Learning (Training & Projects), Riga, Latvia **12/2024-Present**

Self-Directed & Hands-on BA Projects

- Completed 5+ hands-on Business Analysis projects in diverse industries.
- Developed stakeholder matrices, user stories, and process flow diagrams for BA case studies.
- Applied 5 Whys technique & Agile methodologies to optimize workflows.
- Designed and implemented Business Requirement Documents (BRD), FRD and Traceability Matrices (RTM).
- Built a BA Portfolio showcasing real-world case studies, process improvements, and wireframes.
- Earned certifications in Business Analysis, Agile, Jira, and Process Management.
- Implemented a structured process map that reduced average hiring cycle time by 2 weeks.

Elevate Jobs, IT Recruitment Partner (Europe), Riga, Latvia- **12/2023 – 11/2024**

- Conducted stakeholder requirement analysis to align hiring needs with data-driven talent strategies.
- Applied process automation to improve hiring efficiency by 25%.
- Optimized recruitment workflows using Agile methodologies & root cause analysis.

allnex, Sr Talent Acquisition Specialist EMEA, Riga, Latvia- **03/2022 – 11/2023**

- Managed stakeholder engagement across IT, Sales, R&D, and Operations teams.
- Developed data-driven hiring reports, improving workforce planning and recruitment efficiency.

- Improved hiring pipeline efficiency by reducing process bottlenecks by 30% using root cause analysis.
- Implemented HR process automation using SAP SuccessFactors, reducing administrative workload.
- Conducted business process mapping to streamline talent acquisition workflows.

Webroas, HR Recruiter/ Onboarding Specialist, Riga, Latvia-

11/2020 – 03/2022

- Gathered business requirements from hiring managers to ensure an optimal candidate-job fit.
- Developed structured recruitment workflows based on process mapping techniques.

Evolution Gaming, Game Presenter, Riga, Latvia-

01/2019 – 08/2020

- Adapted quickly to changing priorities while maintaining a strong focus on stakeholder needs and customer satisfaction.

RK Info Systems, HR Associate/Recruitments, India-

01/2016 – 07/2018

- Managed full-cycle recruitment for IT roles, leveraging requirements gathering and stakeholder management to identify top talent.

EDUCATION

- **Master of Business Administration, Business Management**

01/2019-

01/2021

Informatises Sistēmu Menedžmenta Augstskola (ISMA University) - Riga, Latvia

- **Master Thesis:** "Introducing New Technologies in Human Resources at Volkswagen Group"
– Market Research & Business Analysis.

References available upon request.