**Name:**   
**Email:**

**Phone:**

# ****C2M Functional Business Analyst****

## ****Professional Summary****

* Leveraged 9 years of extensive experience to design and implement end-to-end C2M functional solutions, ensuring alignment between complex business requirements and operational objectives, while integrating with cloud platforms, ERP systems, and enterprise applications to optimize workflows and system performance.
* Architected complex workflows, rate plans, and billing configurations in C2M platforms to optimize customer account management, automate tasks, and reduce manual intervention.
* Automated functional validation and data migration processes using SQL, ETL pipelines, and orchestration tools to improve operational accuracy and reduce errors.
* Optimized business processes by performing gap analysis between legacy and target systems, recommending configuration improvements, and supporting continuous enhancement initiatives.
* Deployed functional updates and configuration changes through CI/CD pipelines, ensuring smooth integration with ERP, CRM, and cloud-based systems without operational downtime.
* Migrated customer, billing, and rate data from legacy systems to C2M platforms, validating data integrity, accuracy, and compliance with governance policies.
* Implemented enhancements in rate design, billing cycles, and account management to improve operational efficiency and support business growth initiatives.
* Integrated C2M systems with cloud environments including AWS and Azure, as well as on-premise applications, to ensure seamless real-time data exchange and reporting.
* Built interactive dashboards and reporting templates using Power BI to provide actionable insights into accounts, billing, and rate management for stakeholders.
* Developed detailed test cases, executed functional and regression testing, and guided end-users during UAT to ensure accuracy and readiness for production deployment.
* Delivered comprehensive functional documentation, configuration guides, and knowledge transfer materials to enable ongoing system support and user adoption.
* Conducted impact analysis for configuration updates to ensure minimal operational disruption and alignment with compliance and governance standards.
* Recommended best practices for functional configuration, workflow automation, data governance, and system optimization across C2M platforms.
* Collaborated effectively with cross-functional teams, Agile Scrum masters, and technical developers to ensure projects were delivered on time, within scope, and with high quality.
* Monitored post-deployment system performance, troubleshot functional issues, and provided end-user support to maintain system reliability and operational excellence.

## Technical Skills

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| --- | --- |
| **Category** | **Skills and Tools** |
| **C2M & Billing Expertise** | Oracle Utilities Customer to Meter (C2M), Rate Plan Design, Billing Cycles, Core Functional Configuration, Customer Account Management, Workflow Implementation. |
| **Cloud & Enterprise Integration** | AWS (Amazon Web Services), Microsoft Azure Cloud, Oracle ERP, SAP, Salesforce, CI/CD Pipelines, Azure DevOps, Real-Time Data Exchange. |
| **Data, BI & Analysis** | SQL (Structured Query Language), SQL Server, Informatica ETL, ETL Pipelines (Data Validation, Migration, Reconciliation), Power BI (Dashboards and Reporting). |
| **Methodology & Project Tools** | Agile Scrum (Sprint Planning, Backlog Refinement, Retrospectives), Jira, Confluence. |
| **Documentation & Quality Assurance** | UAT Script Development, Functional Testing, Regression Testing, Functional Design Specs, Configuration Guides, Process Manuals, Workflow Diagrams. |

## ****Professional Experience****

### ****Client:****

**C2M Functional Business Analyst**   
**Environment:** C2M, Salesforce, Oracle Cloud, AWS, SQL Server, Informatica ETL, Power BI, Azure DevOps, Jira, Confluence, Agile Scrum

**Responsibilities:**

* Gathered detailed business and functional requirements for C2M system enhancements by conducting workshops, stakeholder interviews, and requirement analysis sessions.
* Designed and configured complex rate plans, billing templates, and customer account hierarchies in the C2M platform to align with evolving operational needs.
* Performed thorough gap analysis between legacy systems and target C2M configurations, identifying discrepancies and recommending system improvements.
* Developed comprehensive functional design documentation, configuration guides, and workflow diagrams to support implementation and future maintenance.
* Created and executed detailed UAT test scripts, guiding end-users throughout testing phases to ensure full validation of functional requirements.
* Assisted in migration of customer, billing, and rate data from legacy systems to C2M, performing validation and reconciliation to ensure data integrity.
* Collaborated closely with DevOps and technical teams to deploy configuration changes via CI/CD pipelines, ensuring seamless integration without service disruption.
* Built and maintained dashboards and reporting templates in Power BI to provide operational insights into accounts, billing cycles, and rate configurations.
* Monitored post-deployment system performance, coordinated with technical teams to troubleshoot functional issues, and ensured operational continuity.
* Provided training and knowledge transfer sessions for end-users and internal teams to enhance adoption and functional understanding of C2M systems.
* Recommended best practices for functional configuration, workflow optimization, and data governance to enhance system reliability.
* Participated actively in Agile ceremonies, including sprint planning, backlog refinement, and retrospectives to ensure timely delivery of project milestones.
* Assisted in integrating C2M with ERP and CRM systems to streamline processes and improve cross-system data accuracy.
* Conducted impact analysis for configuration updates to minimize operational disruption and maintain compliance with governance and audit requirements.

### ****Client:****

**C2M Functional Business Analyst**   
**Environment:** C2M, Oracle ERP, Azure Cloud, SQL, Informatica ETL, Jira, Confluence, Agile Scrum

**Responsibilities:**

* Facilitated workshops with business stakeholders to capture and document functional requirements for C2M system updates and workflow improvements.
* Configured billing cycles, rate structures, and customer account hierarchies within the C2M system to support operational accuracy and business objectives.
* Created detailed functional specifications, configuration guides, and process documentation for project sustainability and audit readiness.
* Developed and executed UAT test scripts, guiding end-users through validation to ensure functional compliance with requirements.
* Coordinated integration of C2M with ERP and CRM systems to ensure seamless data flow and process efficiency across multiple platforms.
* Validated ETL workflows and performed data reconciliation to ensure accurate migration of account, billing, and rate information.
* Implemented workflow optimizations to automate manual processes, reduce errors, and improve overall system efficiency.
* Supported CI/CD deployment of configuration changes in Azure DevOps, minimizing operational disruption during system updates.
* Built dashboards and reporting templates to provide business stakeholders with insights into account, billing, and rate management metrics.
* Monitored system performance post-deployment, resolving functional and operational issues while maintaining system integrity.
* Recommended configuration best practices and workflow enhancements to align with industry standards and governance policies.
* Delivered end-user training and knowledge transfer sessions to ensure functional adoption and operational efficiency.
* Participated in Agile ceremonies including sprint planning, backlog grooming, and retrospectives to manage deliverables effectively.
* Collaborated with cross-functional teams to ensure alignment between functional requirements and technical implementation.

### Client:

**C2M Functional Business Analyst**   
**Environment:** C2M, SAP, AWS Cloud, SQL Server, Informatica ETL, Power BI, Jira, Agile Scrum

**Responsibilities:**

* Conducted requirement gathering workshops to capture functional needs and translate them into detailed specifications for C2M system enhancements.
* Designed and implemented functional workflows for billing, rate management, and customer account operations within the C2M system.
* Validated system design against business and functional requirements to ensure compliance and operational accuracy.
* Developed detailed UAT scripts and guided end-users through testing to ensure functional readiness before production deployment.
* Coordinated ETL processes and validated migrated data to ensure accuracy of customer accounts and billing information.
* Created comprehensive functional documentation, configuration guides, and process manuals for project support and audit compliance.
* Reviewed legacy system functionalities and identified configuration gaps to enhance C2M workflows and processes.
* Collaborated with DevOps teams to deploy system updates using CI/CD pipelines, ensuring minimal disruption to business operations.
* Conducted impact analysis for configuration changes to minimize operational disruption and improve system reliability.
* Built dashboards and reports in Power BI to provide actionable insights to business stakeholders and executive teams.
* Delivered knowledge transfer and training sessions to internal teams and end-users to enhance functional understanding.
* Supported post-go-live system monitoring and issue resolution to ensure operational continuity.
* Recommended functional enhancements to improve C2M system efficiency, accuracy, and compliance.
* Ensured adherence to data governance, security, and internal control standards across the C2M platform.

### ****Client:****

**Business Analyst**   
**Environment:** SQL, Jira, Confluence, ETL Tools, Agile Scrum

**Responsibilities:**

* Gathered and documented business requirements, translating stakeholder needs into functional specifications for system configuration.
* Participated in workshops and meetings to analyze business processes, identify gaps, and provide functional recommendations.
* Assisted in configuring workflows and system functionalities to support operational improvements and enhanced accuracy.
* Developed detailed test scripts and supported UAT execution to validate system configurations and functional requirements.
* Assisted in ETL data validation and migration activities to ensure accuracy and consistency of account and billing data.
* Prepared functional documentation and configuration guides for internal teams to support knowledge retention and training.
* Conducted training sessions and provided guidance to end-users to ensure proper system adoption and usage.
* Monitored system functionality and collaborated with technical teams to troubleshoot and resolve operational issues.
* Participated in Agile ceremonies including sprint planning, backlog grooming, and release planning for effective project delivery.
* Recommended process improvements and functional optimizations to enhance system performance and operational efficiency.
* Created dashboards and reporting templates to provide actionable insights on accounts, billing, and workflow status.
* Assisted in post-implementation support to ensure smooth adoption and resolution of functional challenges.
* Maintained traceability between business requirements, functional configurations, and system workflows.
* Collaborated with cross-functional teams to ensure system enhancements aligned with business objectives and technical feasibility.

### ****Client:****

**Junior Business Analyst**   
**Environment:** SQL, Jira, Agile Scrum, Documentation Tools

**Responsibilities:**

* Assisted in gathering and documenting business requirements for system workflows and functional processes under senior supervision.
* Participated in workshops to identify gaps in existing workflows and provided recommendations for functional improvements.
* Developed functional specification documents, process flows, and diagrams to support system configuration activities.
* Supported system configuration, minor workflow updates, and functional testing activities for early-stage projects.
* Assisted in preparing and executing UAT scripts under guidance to validate system functionalities against requirements.
* Participated in ETL validation and data reconciliation activities to ensure accuracy of account and billing information.
* Created basic functional documentation and knowledge transfer materials for internal teams and stakeholders.
* Supported end-users during adoption and post-implementation phases to resolve functional queries and issues.
* Monitored workflows and suggested minor operational improvements for review by senior team members.
* Participated in Agile ceremonies including sprint planning, stand-ups, and retrospectives to support project execution.
* Coordinated with technical teams to clarify functional requirements and ensure accurate implementation.
* Assisted in developing dashboards and reports to track workflow status, account data, and billing operations.
* Supported troubleshooting of functional issues and provided insights for process improvements under supervision.
* Learned and applied business analysis best practices to support project deliverables and system implementation.