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| **SURENDRA KUMAR CHUNDURI**   |  |  | | --- | --- | | **Address**Hyderabad, 500018  **Phone**+91 850 044 9900  **E-mail**skumar.chunduri@skchunduri.me |  | |

* Result oriented, Self-Starter Business Architect with 10+years of Business-Critical Project Handling Experience in roles including Sr. Business Analyst, Product Owner, Technical Business Analyst following Agile Methodology
* Business Analysis expertise in leading the domains such as- Business Process Management (BPM), Product Development, Digital Transformation, Continuous Process Improvement, Business Process Automation, Business Continuity and End User Technology
* Experience in leading Discovery Session involving all stake holders and then developing the features and Epics related to the program/project.
* Proficient in documenting business processes, process flows, data flows, use cases.
* Experience in breaking and converting the user requirements in to deliverables, epics and user stories for proper requirement elaboration, management and maintenance.
* Experience in conducting DCO sessions and capturing case workflows in Pega.
* Experience in reviewing, validating proposed application design and ensure scalability of design.
* Demonstrative Scrum Master with background in communicating effectively with and leading high-performance teams.
* Proven track record of transforming specific business goals related to growth and efficiency improvements into new system designs.

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| **Skills** |

Business analysis 

Advanced

Quality assurance 

Upper intermediate

Business Intelligence Reporting 

Intermediate

Requirement Engineering 

Upper intermediate

User Stories 

Upper intermediate

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| **Software** |

Axure RP8 

Upper intermediate

PEGA 

Intermediate

Cognos 

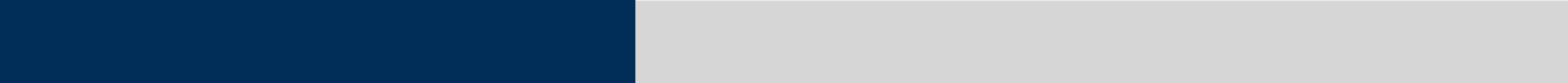
Intermediate

Qlikview 

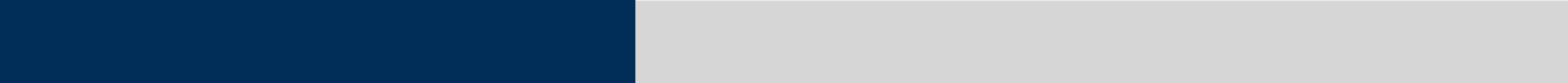
Intermediate

Databases 

Intermediate

UI Path 

Elementary

Automation Anywhere 

Elementary

HP ALM 

Intermediate

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| **Work History** |

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| 2022-03 - 2023-12 | **Pega Lead Business Architect**  Instellars Global Consulting Private Limited, Hyderabad   * Support development of Process descriptions, functional requirements and specifications during facilitated workshops and meetings with business users and stakeholders. * Gap Analysis -Identify Pain Areas and required features to improve process efficiency and user experience. * Utilized creative problem-solving skills to overcome technical challenges in sales process. * Drafting Use cases and user stories and Responsible for obtaining sign-off * Worked closely with sales team on understanding customer requirements, promoting products and delivering sales support. * Analyze and document AS-Is Process using workflows, , interface diagrams. * Responded to specific customer requests, including RFP responses and industry-specific solutions. * Collaborating with stakeholders and IT teams. Conducting reviews and Obtaining Sign-offs. * Capture Requirements, Specifications and use cases in DCO and map them to appropriate rules. * Mapped process activities to identify shortfalls and propose options to rectify operational inefficiencies. * Review and certify test scenarios for coverage * Validate Feasibility of new functions/ Features * Assist Architects in creating proposed work flow * Tested and aided design on API's for system integration using API tools like Postman. * Iterative demonstration of applications in development for feedbacks and time course correction and also to prep UAT users. |

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| 2022-12 - Current | **Lead Business Architect**  LTIMindtree, Hyderabad   * Support the development of Process descriptions, functional requirements and specifications during facilitated workshops and meetings with the business users and stakeholders * Led brainstorming sessions to outline new features and address system faults in subsequent update * Capture Requirements, Specifications and use cases in DCO and map them to the appropriate rules. * Mapped functional client requirements to Pega software by translating functionality into complex user stories * Drafting Use cases and user stories and Responsible for obtaining sign-off * Collaborating with stakeholders and IT teams. Conducting reviews and Obtaining Sign-offs * Mapped process activities to identify shortfalls and propose options to rectify operational inefficiencies. * Validate Feasibility of new functions/ Features * Assist Architects in creating the proposed work flow * Tested and aided the design on API's for system integration using API tools like Postman. * Defect-Management -Validate,Triage, verify and close * Shepherded change requests through process with appropriate documentation, schedule and cost oversight and facilitated request approval. * Supported end-to-end user acceptance testing for developed products to support client satisfaction and address complaints * Iterative demonstration of applications in development for feedbacks and time course correction and also to prep UAT users. |

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| 2021-03 - 2022-03 | **Pega Lead Business Architect**  Tech Mahindra Limited, Hyderabad   * Focused on building critical features up front in order to identify constraints and technical challenges. * Gap Analysis -Identify Pain Areas and required features to improve process efficiency and user experience. * Collaborating with stakeholders and IT teams. Conducting reviews and Obtaining Sign-offs. * Capture Requirements, Specifications and use cases in DCO and map them to appropriate rules. * Mapped process activities to identify shortfalls and propose options to rectify operational inefficiencies. * Altered or reengineered process to automate or improve process inefficiencies * Directed and led documentation of business requirements, functional specifications and other client deliverables * Validate Feasibility of new functions/ Features * Assist Architects in creating proposed work flow * Tested and aided design on API's for system integration using API tools like Postman. * Certify application for progress to system testing and UAT testing * Defect-Management -Validate,Triage, verify and close * Responsible UAT and Certifying application for promoting it to production |

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| 2021-02 - 2021-03 | **Pega Lead Business Architect**  High Noon Consulting Private Limited (Deloitte consulting Private Limited), Hyderabad   * Work in High Demand Environment - Perform role of Business Architect for development streams. * Support development of Process descriptions, functional requirements and specifications during facilitated workshops and meetings with business users and stakeholders. * Gap Analysis -Identify Pain Areas and required features to improve process efficiency and user experience. * Drafting Use cases and user stories and Responsible for obtaining sign-off * Analyze and document AS-Is Process using workflows, Swimlanes, interface diagrams. * Collaborating with stakeholders and IT teams. Conducting reviews and Obtaining Sign-offs. * Capture Requirements, Specifications and use cases in DCO and map them to appropriate rules. * Mapped process activities to identify shortfalls and propose options to rectify operational inefficiencies. * Review and certify test scenarios for coverage * Validate Feasibility of new functions/ Features * Assist Architects in creating proposed work flow * Tested and aided design on API's for system integration using API tools like Postman. * Certify application for progress to system testing and UAT testing * Defect-Management -Validate,Triage, verify and close * Co-ordinate UAT * Iterative demonstration of applications in development for feedbacks and time course correction and also to prep UAT users. |

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| 2020-01 - 2021-02 | **Pega Lead Business Architect**  Eclat Prime Digital Private Limited (Deloitte Consulting Private Limited), Hyderabad   * Work in High Demand Environment - Perform role of Business Architect for Parallel development streams. * Support the development of Process descriptions, functional requirements and specifications during facilitated workshops and meetings with the business users and stakeholders. * Gap Analysis -Identify Pain Areas and required features to improve process efficiency and user experience. * Drafting Use cases and user stories and Responsible for obtaining sign-off * Analyze and document AS-Is Process using workflows, Swimlanes, interface diagrams. * Collaborating with stakeholders and IT teams. Conducting reviews and Obtaining Sign-offs. * Capture Requirements, Specifications and use cases in DCO and map them to the appropriate rules. * Mapped process activities to identify shortfalls and propose options to rectify operational inefficiencies. * Review and certify test scenarios for coverage * Validate Feasibility of new functions/ Features * Assist Architects in creating the proposed work flow * Tested and aided the design on API's for system integration using API tools like Postman. * Certify application for progress to system testing and UAT testing * Defect-Management -Validate,Triage, verify and close * Co-ordinate UAT * Iterative demonstration of applications in development for feedbacks and time course correction and also to prep UAT users. |

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| 2017-12 - 2020-01 | **Product Owner/Pega Business Architect**  E-Pragati Authority, Government Of Andhra Pradesh, Vijayawada   * Managed product backlog and supported SCRUM framework for Biweekly sprint releases. * Devised, deployed and monitored processes to boost long-term business success and increase revenue levels by 50% and service delivery times reduced by 90. * Oversaw entire product deployments from vision and creation to rollout and delivery. * Focused on building critical features up front in order to identify constraints and technical challenges. * Gap Analysis -Identify Pain Areas and required features to improve process efficiency and user experience. * Drafting Use cases and user stories and Responsible for obtaining sign-off * Analyze and document AS-Is Process using workflows, Swimlanes, interface diagrams. * Collaborating with stakeholders and IT teams. Conducting reviews and Obtaining Sign-offs. * Capture Requirements, Specifications and use cases in DCO and map them to the appropriate rules. * Mapped process activities to identify shortfalls and propose options to rectify operational inefficiencies. * Review and certify test scenarios for coverage * Validate Feasibility of new functions/ Features * Assist Architects in creating the proposed work flow * Tested and aided the design on API's for system integration using API tools like Postman. * Certify application for progress to system testing and UAT testing * Defect-Management -Validate,Triage, verify and close * Responsible UAT and Certifying the application for promoting it to production. |

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| 2017-05 - 2017-12 | **Technical Business Analyst**  Adya Smart, Hyderabad   * Oversaw entire product deployments from vision and creation to rollout and delivery. * Manage the feature backlog and co-ordinate the inputs form the architecture team and business to estimate, prioritize and scope items in each iterative phase. * Managed implementation of new features by outlining plans and specifications such as how, where and when each component would work. * Created Functional Specs, User Stories, Use- cases, Process flows and Future State mock-ups to product requirements deliverables for Smart Energy Management systems * Researched competitors to build report of rising trends in Smart Metering markets. * Worked with business leaders to understand business strategy and later influence how the strategy would drive planned systems/ Process/Process/Organizational Capabilities. * Provided support to the program managers by creating sound Business cases, including business, technical and financial feasibility assessment. * Evaluated and adopted new technologies to address changing industry needs. * Established compatibility with third party software products by developing program for modification and integration. * With the implementation of new Energy Management systems, the client business has reduced the energy losses by 50% and revenue got increased by 25%. |

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| 2015-06 - 2016-10 | **Business Systems Analyst**  Virtusa Consulting Services Pvt Ltd, AGCO, Hyderabad   * Collected, defined and analyzed business requirements. * Formulated and designed computer systems using data modeling, information engineering and structured analysis. * Assessed strategic implications of business intelligence data for Purchasing and Projects area. * Reviewed files, records and other documents to obtain business information and key data in order to respond to development requests. * Designing and producing detailed use cases, business process models and screen flow diagrams. * Prepared and delivered targeted systems training for business personnel. * With Implementation of the new system, the North America Purchasing Team approval times has got reduced by 90% and the availability got increased by 99.99%. |

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| 2015-01 - 2015-05 | **Consultant**  Virtusa Consulting Services Pvt Ltd, JP Morgan, Hyderabad   * Assessed, defined and document scope of projects. * Mapped process activities to identify shortfalls and identify options to rectify operational inefficiencies. * Documented business processes and analyzed procedures to align with changing business needs. * Performed system analysis, documentation, testing, implementation and user support for platform transitions. * Evaluated consistency and importance of different business intelligence data against needs to determine optimal courses of action. * With new Systems in place, JP Morgan could be able to complete assessment can be completed with in 7 days to 30 days before awarding contracts. |

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| 2013-01 - 2014-05 | **Product Owner/Business Analyst**  Kishore Technolgies Pvt Ltd, 123 Comms LTD, Peterborough, UK   * Owned and prioritized product backlog. * Managed implementation of new features by outlining plans and specifications such as how, where and when each component would work. * Collected and reviewed engineering data to assess needs and recommend solutions. * Investigated processes to develop maps and determine optimal improvement approaches. * First point of Contact to Support Team regarding legacy applications. |

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| 2011-09 - 2012-12 | **Business Systems Analyst**  Kishore Technolgies Pvt Ltd, AB Foods PLC, Peterborough,UK   * Derived conceptual designs from business objectives to deliver software and applications according to specifications for usability, performance and functionality. * Collected, analysed and defined business requirements. * Boosted information sharing by enhancing interfaces between computer systems. * Facilitating workshops with key business stakeholders and dealers to gather and document high level and detailed dealer/customer journey activities. * Synthesised current business intelligence data to produce reports and polished presentations highlighting findings and recommending changes. * Trained business personnel in use of systems. |

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| **Education** |

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| 2010-09 - 2011-11 | **Master of Science: International Business Management, Marketing**  Heriot- Watt University - Edinburgh, Scotland |

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| 2005-09 - 2009-05 | **B. Tech: Computer Science and Engineering**  Institute of Aeronautical Engineering - Hyderabad, TG |

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| **Certifications** |

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| 2019-11 | Certified Scrum Master |

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| 2019-11 | Certified Scrum Product Owner |

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| 2019-05 | Certified Pega Business Architect |

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| 2022-10 | The Open Group Architecture Framework (TOGAF) 9.2 Certified |

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| 2023-02 | Safe Agilest |