

Saikumar Reddy Naidu

Application Analyst

OBJECTIVE

Detail-oriented Application Analyst with over 4 years of experience supporting enterprise software systems, managing lifecycle activities, and enhancing business operations through workflow automation and cross-platform integrations. Proven ability to lead application support initiatives, identify process inefficiencies, and collaborate with IT and business stakeholders to implement scalable and secure solutions. Adept in SQL, Power BI, SharePoint, Power Automate, and application documentation. Passionate about driving digital transformation and operational excellence in dynamic, change-oriented environments.

CORE COMPETENCIES

- Application Lifecycle Management & Support
- Workflow Automation (Power Automate, SharePoint)
- Cross-Platform System Integrations & APIs
- Incident & Problem Management
- SQL Querying & Data Profiling
- Root Cause Analysis & Documentation
- Power BI Dashboard Development
- End-User Training & Application Adoption
- Agile Project Management (JIRA, Confluence)
- Technical & Functional Specifications (BRD, FRD, SOPs)

WORK EXPERIENCE

M&T Bank, USA | Support Data Analyst

Jun 2024 – Present

- Provide day-to-day support for enterprise risk and credit software systems, resolving incident tickets and ensuring high application availability.
- Lead application lifecycle tasks including version upgrades, patching, and configuration updates in collaboration with technical teams.
- Automate key business processes using Microsoft Power Automate and integrate workflows with SharePoint and legacy banking systems.
- Monitor system performance and perform root cause analysis using SQL and Informatica Data Quality to maintain application integrity.
- Coordinate with vendors and internal stakeholders for application enhancements, validating fixes and managing deployment activities.
- Document user procedures, configuration changes, and integration points to maintain an up-to-date knowledge base.
- Train end-users on new application features, ensuring consistency in use and compliance with operational standards.

Wipro Limited, India | IT Analyst

July 2021 – July 2022

- Supported claims processing applications for insurance clients, handling escalation tickets related to system configuration and user access.
- Built dashboards in Power BI and Excel to monitor application performance and user activity.
- Facilitated testing and deployment of new product features by collaborating with QA and development teams.
- Maintained software inventory records and coordinated license renewals and compliance checks.
- Developed SOPs and training documentation to support onboarding and usage of newly deployed applications.
- Identified and implemented minor automation improvements using macros and internal workflow tools.

Experion Technologies, India | Support Analyst

Aug 2019 – June 2021

- Participated in the implementation and support of a financial analytics application, ensuring smooth rollout and post-launch stability.
- Collaborated with engineering teams to support API-based integrations with loan approval systems.
- Created SQL scripts to validate backend data, identify anomalies, and support reporting needs.
- Led end-user training sessions and prepared detailed manuals to support system adoption.
- Assisted in application testing and documentation of change management activities.

EDUCATION

Master's in Computer and Information Science
Florida Atlantic University, Boca Raton, FL-33496

May 2024

CERTIFICATIONS

[Project Management Professional \(PMP\)](#)