**Objective**

Knowledgeable product specialist seeking to advance in career by applying strong research, management, technical and communication skills to contribute for the advancement of product development.

**Summary**

* An exceedingly motivated and results oriented analytical business professional with more than **8 years** of experience in software development and business analysis experience.
* Worked on multiple **full life cycle** projects as product owner by implementing agile methodology techniques for more than **4 years**.
* Experience in **designing User Interface** for WEB applications, understanding of **relational databases using SQL** and strong ability to value a product based on customers requirement using **customer relations management** skills with more than **6 years**.
* Experience in working as a **Salesforce admin** for customer relations and conducted training on all salesforce related systems to internal stake holders with more than **2 years**.
* Experience in serving as the key contact and vendor liaison for any bugs, upgrades, new development features and implementing these features for UPN customers.
* Good understanding of **Waterfall** and **Agile methodologies** in software development life cycle.
* Experience in designing **Rest API’s** calls and validating them using **SoapUI** and **POSTMAN** tools.
* Create user stories, prioritize the work and set goals in each sprint for development team’s using **Jira and Confluence** tools.
* Experience on **Splunk query language**, complex **Splunk searches** and Monitored Database Connection Health using **Splunk DB Connect** health dashboards.
* Deliver quality documentation with functional requirements, design notes, use cases, technical requirements and process flow diagrams using different tools with around **8 years** of experience.
* Generating data visualizations using **R, Python** and creating dashboards using tools like **Tableau** and **Report IQ**.
* Ability to develop **technical roadmap, make critical judgement decisions** and solid organization skills.
* Deliver user interface visual designs, flowcharts, user flows, mock-ups, prototypes, presentations and comprehensively annotated design specifications for internal and external development teams using **Adobe XD**.
* Worked with cloud architects to define **Cloud Data strategies**, including designing multi-phased implementation roadmaps.
* Demonstrates strong communication and presentation skills to internal and external stakeholders on accounting and billing modules.
* Use **Key Performance Indicator** (KPI) metrics to track and achieve organization goals.

# Certifications

* **Professional Scrum Master**
* **Certified Associate Business Analyst**
* **Oracle PL/SQL Developer Certified Associate**
* **Tableau and R for Analytics Projects**
* **Agile Product Owner Role: Techniques**
* **Python for Data Visualization**
* **HTML for Educators**

# Technical Skills

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| --- | --- |
| * Methodologies (6+ years) * Business Modeling (8+ years) * UI & UX Tools (6+ years) * Reporting Tools (3 years) | Agile, Scrum, Kanban, Waterfall  UML, Flowcharts, Gantt Charts, PERT diagrams, MS Visio  Adobe XD, Figma  Tableau, Report IQ, Jupyter Notebook |
| • ERP Tools (6 years)   * Cloud Infrastructure (2 years) | Jira, Confluence, UPN, Salesforce, SAP- MM, IM, WM, Kaizen activities, 5S  AWS, SaaS, IaaS, PaaS |
| • Programming Languages (4 years)   * Software Tools (2 years) | Oracle SQL, My SQL, PLSQL, Python, C, Visual Basic, Linux and Unix  Splunk, SoapUI, POSTMAN, IDLE, |
| • Office Tools (10 years) | MS PowerPoint, MS Word, MS Excel, Microsoft Project, Outlook |

# Professional Experience

**SEDC, Atlanta, GA** Product Owner *II* & Senior Business Analyst*Aug 2015- Present*

* Worked on **full life cycle projects** related to Service Orders, Web Applications, Mobile Applications, Alerts & Reminders, Imaging system, Fiber services system, Fix, Billing and Arrangement’s process.
* **Designed and developed new Meridian Web application features** to integrate UPN (Utility Power Net) in-house software application with Mobile Services, Fiber Service system, Retriever Imaging system and Online Application submitted to Connect, Disconnect, Reconnect a service for Electric, Water, Gas, and Fiber services.
* Communicate with Utilities to **gather requirements** and provide any work around solution which can meet customer requirements.
* Create Epic’s, User Stories on Kanban Board and Scrum Board for fixing or developing any requirements provided by internal and external stakeholders using **Jira and Confluence tools**.
* Parallelly worked on addressing any issues reported by external and internal stakeholders related to the systems.
* Worked with Implementation teams for implementing new features developed by my team.
* Designed and developed process flow for new Quick Pay feature introduced for Utility Customer Portal by calling Rest API’s.
* Testing **Rest API’s** using **POSTMAN and SOAP UI tools**.
* Prioritize the User Stories on the backlog to **groom product backlog** and plan for each sprint as part of Product Owner responsibilities in **Agile process.**
* Created new **web API** calls for Fiber address validation web page designed for new Fiber online application form and new Retriever Imaging system to view the existing documents, attach new documents or to scan all the required documents which needs to be archived.
* Designed and maintained **Salesforce** standards objects, custom objects & junction objects, structuring user roles, security profiles and workflow rules to use it as a customer communication tool.
* Use **KPI Metrics** to track customer communication, development team efforts for cost analysis, new contracts and customer satisfaction for generating **KPI reports** using Report IQ.
* Developed Cross tabs, Heat maps, Box and Whisker charts, Scatter Plots, Geographic Map, Pie Charts, Bar Charts and Density charts in **Report IQ for data visualization.**
* Generating various capacity planning reports (graphical) using **Python like Numpy, Matplotlib**.
* Designed UI screens, created new tables, parameters, PLSQL procedure’s, prepared technical and functional documents for development and fix user stories using Confluence tool.
* Work as part of a team, to design and develop cloud data solutions to migrate the data from on premises to **AWS cloud**.
* Research for the issues reported by Utilities using **Splunk**, debug logs, trace files, running sql quires, use Report IQ tool to analyze the root cause of the issue and if required, make any changes to data on customer database to fix bad data.
* Writing **Splunk queries**, expertise in searching, monitoring, analyzing and visualizing **Splunk logs**.
* Works closely with product support, Implementation teams and UAT teams to resolve the issues reported.

**LEXUS MACHINES LTD. Hyderabad, INDIA**, Business System Analyst *May 2012- Dec 2012*

* Analyzed production line and reduced work in progress (WIP) inventory to assist smooth flow.
* Proposed changes in assembly lines to meet the required takt time.
* Created in-depth, customized, **quantitative business models** and **use cases** to support complex decision making. Part of a cross functional team of production and Design engineers; responsible for data acquisition and **strategic quantitative analysis**.
* Proposed improvements in parts presentation to decrease cycle time, **achieved an overall reduction of 7**%.

**SAMKRG PISTONS & RINGS LTD. Hyderabad, INDIA**, Business Analyst  *May 2010- Aug 2010*

* Studied the manufacturing process of a piston.
* Worked with the metallurgy and quality department to help improve the material quality.
* Recommended improvements for better and **effective manufacturing**. Used SPC tools to monitor the process.

# Education

**Southern Illinois University -Edwardsville, Edwardsville, IL**

Master of Science in Industrial Engineering GPA: 3.4 *August 2015*

*Relevant Courses*:

Project Management Enterprise Resource Planning Decision Making in Organization

Design & Control of Quality Systems Production Planning & Control Lean Six Sigma, Quality & Process Improvement

# Research & Projects

**Graduate Research Assistant** at Southern Illinois University Edwardsville *Dec 2013- Nov 2014*

* Research on "Switching Railcars Distribution Centre Optimization" by considering all the possible scenarios and collecting data in a by weekly interval.
* Used MATLAB to optimize the data and present the analysis graphically.

**Sales Forecasting by PDCA Methodology** *Sep 2013- Dec 2013*

• Developed a software product to solve the quality management problem in a Deli & Pizza store by using forecasting methods.

* Maintained data in Excel and used Visual basics to present the analysis visually on user interface.

**Quality Improvement Report for Brick-by-Brick Company, North Carolina** *Feb 2014- May 2014*

* Provided recommendations to reduce 10% in assembly time and 15% in material wastage for improving quality by analyzing the brick manufacturing process of the company.

**Enterprise Architecture Specification for XYZ ACO INC** *Oct 2014- Dec 2014*

• Provided efficient & affordable healthcare service report by using unification model approach in organization.

**Student Study Guide for Project Management** *Feb 2014- May 2014* • Prepared a student study guide for project management, by leading the Project Execution team.

* Use MS Project tool to display the results graphically.

**Design and fabrication of paper recycling machine**  *Feb 2012- Mar 2012*

• Designed and fabricated the paper recycling machine, to provide an economical alternative for a small-scale recycling business.

**Design and Fabrication of an Al-Terrain Vehicle- SAE BAJA 2011** *May 2010- Jan 2011* • Lead Power train Department with technical knowledge and cost analysis skills.

* Documented and presented on developing an ecofriendly EVAP system which is achieving a **20% reduction** in total emissions of the vehicle.

# Leadership & Achievements

* Secretary, Industrial Engineers Graduate Society, Southern Illinois University Edwardsville. *Jan 2014- Aug 2014*
* Advisory Member, SAE JBIET collegiate club. *Jan 2011- May 2012*
* Secured 2nd position for the marketing presentation at National Level competition SAEINDIA BAJA 2011.