

KISHORE KOTAPATI

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EXPERIENCE SUMMARY

- Professional with **15 years** of Overall Experience in IT and 9+ years Business Analysis.
- Worked on numerous projects as Sr. Business Analyst, Project Manager, Consultant, and Application Lead within HealthCare, Retail, Mobile, E-Commerce, Insurance, and Manufacturing Industries.
- Functional and Domain experience in **Oracle ERP Suites**: JDE EnterpriseOne and OneWorld.
- Experience in Start-up Business Development – JiffyRides **Mobile App** and Fudbid **E-Commerce**.
- Business Intelligence expertise in IBM **Cognos** V7/8/10, JDE BI Publisher, Insight, Logi XML.
- Supporting **front-end application** APEX, Command, Trimble (Trimview), AggQC and Labsys.
- **Technical** and **Functional** Knowledge in ERP **D&L** and **Manufacturing** Modules like Sales Order, Order to Cash (O2C), Purchase Order, Procure to Pay (P2P), Inventory Transactions, Work Order and Bill of Material.
- Experience in ServiceNow, EDI, VMI, Salesforce, OTC Derivatives, Visio, Business Services, PeopleSoft, WorldSoft, AS400, SQL, HTML, CSS and BMC Control M.
- Experience with Agile, SOA – Service Oriented Architecture, and Waterfall SDLC processes.

PROJECT MANAGEMENT OVERVIEW

- Recommended **IT strategies, policies, and procedures** by evaluating organization outcomes; identifying problems; evaluating trends; anticipating requirements.
- Accomplished **IT team results** by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures.
- Maintained **staff** by recruiting, selecting, orienting, and training employees; maintained a safe and secure work environment; developed personal growth opportunities.
- Accomplished **financial objectives** by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective action.
- Maintained **professional and technical knowledge** by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.

ACADEMIC CREDENTIALS

- **Masters in Computer Applications(MCA)** from University of Madras, India.
- **Bachelor of Science(B.Sc)** in Computers, Electronics & Mathematics from Sri Venkateswara University, India.

PROFESSIONAL SYNOPSIS

Boston Consulting Group (BCG)

Aug 2017 – Jan 2018

Role: Sr. Business Analyst

Location: Chicago, IL - USA

Responsibilities:

- ServiceNow Project **Implementation** for modules: Project, Resource, Demand, Reports, Knowledge
- Tracking **resource allocation** across multiple simultaneous projects.
 - Planned work - Who is supposed to be working on what and when?
 - Actual work - What are people spending their time on? How does that compare to the resource plan?
- **Project administration**: Prepare material for weekly project portfolio review meetings.
 - Gather updates from project managers and other stakeholders and populate into ServiceNow
 - Ensure reports and dashboards are prepped prior to each meeting
 - Document and track action items from each meeting
- **Agile Scrum**
 - Working in an Agile Scrum environment with core concepts and ceremonies: Sprints, Stories, Scrums, etc.
 - Experience running daily scrums, managing story backlogs, reporting on release progress and status
- **Requirements management**
 - Meet with internal customers to assess new demands
 - Document business requirements in a standardized manner
- Excellent in **Communication** and Presenting to IT leadership positions (director, executive level roles)

LafargeHolcim (USA and Canada)

Oct 2012 – Jun 2017

Role: Sr. Business Analyst

Location: Chicago, IL - USA

Responsibilities:

- 1) Primary involvement in various modules in **ERP** system **JD Edwards EnterpriseOne**.
- 2) Experience in D&L and Manufacturing Modules like Sales Order, **Order to Cash (O2C)**, Purchase Order, Procure to Pay (P2P), Inventory Transactions, Work Order and Bill of Material.
- 3) Working on retail strategy and implementation of **E-Commerce** project for North America that offers self-builders and smaller contractors simple and easy access to LafargeHolcim's own building solutions as well as a wide range of other construction materials and services.
- 4) Applied methodologies such as **Agile, Scrum, Sprint** process and prepare detailed specifications using case statements and related documentation.
- 5) Manage various projects and enhancements as a **Project Manager** to ensure they are completed on time, within **budget** and meet the design specifications, utilize **Demand process** using Service now.
- 6) Gather **business requirements**, develop the **functional specifications** and ensure the successful delivery of the solution.
- 7) Using **Visio for process mapping** and analysis to provide step-by-step user guidance documents.
- 8) Participate in the development, testing and **rollout** activities for implementations.
- 9) Fulfill the role of **project management** for the implementation of system enhancements requests.
- 10) Coordination between end users and developers with regards to building the Cognos reports for various teams like **PAM, Sales and Marketing, P2M** etc.

- 11) Responsible for **support** and resolution of application issues raised by users or identified as process deficiencies in the Marketing, Sales and Reporting applications for all lines of business in the country.
- 12) Work with other support resources within IT, **offsite** support and consulting staff to communicate business requirements and to coordinate the testing, acceptance and promotion of system enhancements.
- 13) Working with Oracle (Cloud Services) to implement two integrated, hosted **SaaS** solutions customized to meet program requirements; all phases to date have been delivered on time and within budget.
- 14) Worked on Business intelligence tools such as **Cognos 7,8 &10**, Insight, LogiXML, VMI and EDI applications.
- 15) Development of multiple reports using the reporting tool called Insight for various modules to auto generates and **auto deliver**.
- 16) Maintain an ongoing relationship with Business Process Owners to facilitate cooperation and **problem resolution**.
- 17) Worked on various applications using **SOA – Service Oriented Architecture process**.
- 18) Conduct business process needs to formulate, define and document system requirements, and create detailed **functional** design specifications.
- 19) Assist in defining requirements, **providing estimates** and demand requests (**Service Now**).
- 20) Participate in providing input for Templates, functional requirements and **test case** scenarios.
- 21) Assist in defining user needs and **change requests**.
- 22) Responsible for helping to ensure quality and consistency of project work, including project approach, standards, procedures, documentation, testing, and full transition of the project.
- 23) Extraordinary associate at linking business and technical needs, worked closely with IT and application managers for gathering requirements.
- 24) Expertise in developing documents for Functional Requirement Specification (FRD), Software Requirement Specification (SRS), Business Requirement Document (BRD), Use-case Specification and Non-functional Requirements.
- 25) Used **MS Visio** to carry out the **Business Use Case Modeling** and **Business Object Modeling** effort to develop the business architecture for rapid and controlled application development.
- 26) Experienced in all phases of the **Software Development Life Cycle (SDLC)** using **Agile Methodology** including requirements gathering, analysis, design, implementation, testing and deployment.
- 27) Streamlined project scope document template, and replaced the functional specification with a set of use cases and wireframes.
- 28) Participated in user acceptance testing (**UAT**) and testing of new system functionality.
- 29) Lead business users to effectively test and accept system **enhancements** and manage promotion process for these enhancements.
- 30) Worked in FLS team supporting APEX, Command, Trimble (Trimview), AggQC and Labsys by maintaining strict SLAs.

Fudbid Inc.

Sep 2015 – Jan 2018

Role: Business Analyst

Project: Mobile E-Commerce App

Location: Chicago, IL - USA

Responsibilities:

- Researched a variety of technology directions
- Managed a variety of SaaS platforms (Github, Slack, Google Apps, Yesware, Buffer, Zendesk, Medium etc)
- Implementing Ecommerce portal for customer self-service
- Run our daily standup meetings
- Created and updated tickets in our agile project management tool
- Maintaining CRM tool with client details and meeting schedules

- B2B Sales via Cold calling, Door knocking, appointment based etc
- Preparing Investor decks, pitch decks
- Managing Blog pages and Social Media Pages - Campaigns, Customer follow-ups etc

JiffyRides Inc.

Sep 2013 – Nov 2017

Role: Business Analyst

Project: Mobile Application

Location: Chicago, IL - USA

Responsibilities:

- Aligning technology and business vision for this mobile application
- Selecting the technologies and platforms to use in our implementation
- Writing the detailed functional specifications
- Writing the architectural spec for the product
- Finding and hiring the resources
- Co-ordinate with the development team
- SCRUM Master - running the daily standups and solve the blocking issues
- QA - Testing the product/app and providing the feedback / issues
- Field and triage all client problems
- Manage social media communications, ad campaigns (Organic & Paid)

Baxter Healthcare

Apr 2009 – Oct 2012

Role: Business Systems Analyst

Project: Integration Services and Global Reports (BI)

Location: Vernon Hills, IL - USA

Responsibilities:

- Upgrading ERP system from WorldSoft to JDE EnterpriseOne-8.12.
- MDM (Master Data Management), a fully customized module. This module is used to manage the JDE Data across the Globe and also to sync data between current legacy system WorldSoft and EnterpriseOne 8.12.
- Working on Distribution modules Order to Cash (O2C), Procure to Pay (P2P) and Inventory Management.
- Part of Baxter eServices Center project team to implement Ecommerce website that enables customers to: • Place and search orders • Track shipments • Search and print invoices • View account summary • Search pricing and product availability • Search allocation balances • Run product usage reports • Backorder inquiry • Search and browse Baxter's online catalog
- Global Reports Development project - developing JDE reports across all the modules where the Output of the reports is going to be in XML by using BI Publisher.
- EDI Mappings for JDE Inbounds, JDE Outbounds, Exports and Other systems.
- Worked on EDIs like 850, 856, 810 and so on.
- Providing JDE Info to Integration Team to fill the gap.
- Deploying JDE Objects from PAR files.
- Preparation of Training Materials and providing training to Offshore team on BI Publisher.
- Interaction with Oracle team regarding BI Publisher.
- Status meetings & Coordination with Onsite and Offshore teams.

Sony Pictures Entertainment**Jan 2009 – Apr 2009****Role: Business Systems Analyst****Project: Development and Data Interface****Location: Los Angeles, CA - USA***Responsibilities:*

- Onsite/Offshore Coordination.
- Development of JDE Objects.
- Applications, Reports and TC Development.
- Interaction with the clients and Weekly Status Meetings.
- Testing and Documentation.

EmersonNetwork Power (Stratos)**May 2008 – Dec 2008****Role: Techno-Functional Consultant****Project: Development and Support****Location: Chicago, IL - USA***Responsibilities:*

- Supporting on JDE Functional Issues.
- Development of JDE Objects in all the Modules.
- Production Support.
- Providing Solutions to Ad-hoc Queries.
- Regular Package Builds & Deployments.
- Resolving the Printing Issues.
- Explaining the status of activities to the Client in the Weekly Status Meetings.
- Preparation of the Functional & Technical Specifications & Documents.

Lafarge**Jan 2008 – May 2008****Role: Technical Consultant****Project: Archive/Purge – Solix****Location: Bangalore, India***Responsibilities:*

- Sharing JDE Functional Knowledge in Sales & Finance Modules with SOLIX team to integrate their system with JDE to do Archive/Purge
- Provided mappings for the Tables used.
- Analyzing key fields in the tables for table relations.
- Developed New UBE Batch Applications as per the client's requirement in order to avoid Integrity Issues.
- Provided Functional and Technical Specs for the Objects Developed.
- Interacted with the Client to get the Information about Purge requirements.using Workday, Workday Mobile Applications and Sales Force SaaS Software Projects related to Global HR.

Emerson (Ridge Tools)**Aug 2007 – Dec 2007****Role: Technical Consultant****Project: Retrofitting and Upgrade****Location: Bangalore, India**

Responsibilities:

- Retrofitting done for the JDE Objects.
- Done "Table Conversion" to Upload data from Flat Files to JDE Z-Files.
- Uploaded Data from JDE Z-Files to JDE Master Files thru "Interoperability".
- Comparison of Objects was done with PD (Production) Environment.
- Assigning the tasks to the team members & coordinating with them to get the work done before the dead lines.

Weyerhaeuser

March 2007 – July 2007

Role: Technical Consultant

Project: Winchester Homes

Location: Bangalore, India

Responsibilities:

- Giving offshore post implementation support to Weyerhaeuser on Manufacturing & Finance applications including standard JDE, custom and third party applications.
- Assigning the tasks to the team members & coordinating with them to get the work done before the dead lines.
- Developing the Reports based upon the specs given by the third party.
- Interaction with the third party members & the Onsite Coordinators to clarify the doubts.
- Technical specs preparation and analysis, issue solving and working in close co-ordination till final delivery including preparation of test cases and unit test report.

Cardinal Health Inc.

Oct 2006 – Feb 2007

Role: Technical Consultant

Project: Benefits Realization Project

Location: Philadelphia, PA, USA

Responsibilities:

- Involved in all business requirement meetings and status meetings.
- Giving Onsite Technical support to Cardinal health's Benefits Realization Project, Philadelphia Division on D&L, Finance and Manufacturing applications including standard JDE, custom and third party applications.
- Analyzing the Client's requirements in Functional View.
- Development of Applications & Reports as per the Client's Specifications.
- Coordinating with the Offshore Developers to get the Objects done.
- Debugging & Testing the Developed Objects and modifying them to meet the Clients requirements.
- Explaining the status of development to the Client in the Weekly Status Meetings.
- Preparation of the Technical Specifications and working in close co-ordination till final delivery including preparation of test cases and unit test report.
- Testing of application and promotion of object through Turn Over.
- Development & Support given on the third party tool called DSI.

Johnson Diversey Inc.

June 2006 – Sep 2006

Role: Technical Consultant

Project: Support

Location: Bangalore, India

Responsibilities:

- Giving offshore post implementation support to Johnson Diversey on D&L, Manufacturing, Finance & CNC applications including standard JDE, custom and third party applications.

- Maintaining inbound and outbound interface, invoice processing, user profile creation and maintenance, application and profile security management.
- Supporting the Client on Technical & CNC Modules.
- Giving support on the third party tools like APAG & Demand Planner.
- Interacting daily with Onsite Coordinators & end users to know about the client's business process.
- Preparing & Updating the SMTD.
- Accessing/Preserving the documents from the central directories.

OEN India Limited

Jan2005 – June 2006

Role: Technical and CNC Consultant

Project: Development and Implementation

Location: Kochin, India

Responsibilities:

- Analyzing the Client's Requirements.
- Understanding business process, study and analyze workflow to design solutions.
- Developed the Objects in Finance, Manufacturing and D&L modules.
- Testing and Debugging the Reports & Applications.
- Direct Interaction with Oracle/PeopleSoft Customer Support to acquire suggestions/solutions.
- Applying ESU & ASUs as suggested by Oracle/PeopleSoft Customer Care.
- Done Package Building, Package Deployment & Product Packaging.
- Technical Training & Knowledge Transfer given to the selected clients.

A-One Hi-Tech Systems Private Limited.

May2003 – Dec 2004

Role: Programmer

Project: Development – Visual Basics & Fox pro

Location: Hyderabad, India

Responsibilities:

- Development of the new programs.
- Customizations/Modifications of existing programs.
- Testing the programs to meet the client's quality.
- Preparing the Documentations.
- Tracking the data in the database.
- Coordinating the team members.