

# Vishnu U K

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## Profile Summary

- Proficient in **Requirement gathering, Functional requirement documents, Data Analytics, Gap Analysis, Quantitative analysis, Flowcharts, Wireframing** and **Client Communication**.
- Proven ability in analyzing and transforming data to drive business decisions
- Proficient in creating compelling, interactive dashboards using **Power BI**, enhancing data accessibility and understanding
- Strong command over **Excel, SQL, Power BI**, enabling efficient data manipulation and analysis

## Relevant Coursework

- |                      |        |                     |                         |
|----------------------|--------|---------------------|-------------------------|
| • FRDs               | • BRDs | • UAT               | • Requirement Gathering |
| • Data Visualization | • ETL  | • Agile Methodology | • Wireframes            |

## Experience

### iTech Workshop Pvt Ltd, Bengaluru - Business Analyst

Sept 2021 – Jan 2025

- Gathered and documented user pain points and requirements for expEDlum Medical Billing (eMB), providing tailored solutions that improved workflow efficiency by 35% and reduced support tickets by 20%
- Authored **functional requirement documents (FRDs)** and monitored user stories through phases and sprints, ensuring alignment with project goals and timelines, resulting in a **20%** increase in project efficiency
- Performed in-depth **Gap Analysis**, identifying areas for improvement that enabled a seamless transition to an optimized workflow, reducing errors by **30%** and enhancing overall productivity by **22%**
- Supervised under CEO and Development VP Planning and implementing features and solutions
- Executed with cross-functional teams to define and implement customer change requests, enhancing product functionality and reducing customer support tickets by **40%**, leading to an increase in customer satisfaction by **25%**
- Conducted comprehensive **User Acceptance Testing (UAT)** sessions, securing final approval for feature deployment; identified and resolved 50+ critical issues.
- Authored detailed Functional Requirement Documents, guiding developers to achieve an increase in code efficiency and reducing post-launch bugs.

### Wolken Software Pvt Ltd, Bengaluru – Product Owner

Feb 2025 -Present

- Working as a Product Owner at Wolken Software, where I gather requirements, prioritize features, and guide the team to deliver the asked required and enhancements as per the release

## Projects

### expEDlum Medical Billing (eMB) / SQL, Excel, Visio, Balsamiq

- Built new features by gathering requirements and pain points from existing clients, creating wireframes, documenting findings, and providing optimal solutions.
- Effectively collaborated with cross functional teams for successful implementation of new features, Bug fixes and Issues
- Developed a new reporting module with interactive, customizable reports using Power BI and ETL tools.
- Worked on writing detailed user stories and actively contributed to project success by collaborating closely with cross-functional teams.

## Technical Skills

**Analytical Tools:** Excel, Power BI, Power Query, Pentaho

**Languages:** SQL, Python

**Technologies/Frameworks:** Visio, Balsamiq, JIRA, Draw.io, Lucid chart

## Education

### Visvesvaraya Technological University (VTU)

B.E Civil Engineering, S.J.C. Institute of Technology

Jun 2016 – Oct 2020

Chikkaballapur, Karnataka