GOLLA KARTHIK

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Profile

Dynamic and results-driven Business Analyst with over three years of experience in stakeholder engagement, project documentation, and comprehensive project delivery. Dedicated to enhancing efficiencies and providing solutions that align with organizational objectives through expertise in diverse analytical tools and methodologies. Skilled in facilitating communication between clients and technical teams to ensure successful project execution. Demonstrated success in mentorship, performance management, and requirements analysis and proficient in evaluating business processes and promoting user-focused product improvements.

Skills

- **Project Management:** Agile, Scrum, Cross-Functional Collaboration.
- **Documentation & Requirements Management:** BRDs, FRDs, Use Cases & Test Cases.
- **Testing & Validation:** UAT, Regression, Test Plan Development, Issue Resolution.
- **Stakeholder Engagement:** Workshop Facilitation, Change Management, Business Process Mapping.
- **Strategic Analysis:** Requirement Gathering, Gap Analysis, Operational Efficiency Optimization
- **Tools:** SQL, Python ,Excel, Visio, PowerPoint, Word, Planner.

Work Experience

TCS   May 2022 to Present
Business Analyst

- **Collaborated with cross-functional teams** to collect, document, and analyze business requirements, resulting in a project success rate of 95% by ensuring alignment with strategic objectives.
- **Executed collaborative gap analysis** to ensure thorough Functional and Integration testing across diverse application modules and custom components, engaging with cross-functional teams to clarify requirements, ultimately achieving a 20% decrease in design modifications.
- **Authored detailed Business Requirements Documents (BRDs), Functional Requirements Documents (FRDs), and use case scenarios**, functional test cases, and scenario documentation, which contributed to improved project clarity and expedited development timelines by 15%.
- **Facilitated workshops and stakeholder meetings** to effectively gather input, resulting in a 20% increase in Client satisfaction and enhanced project buy-in across various departments.
- **Executed & implemented comprehensive test plans, designs, and development processes,** to ensure that solutions met established requirements, achieving a 90% reduction in post-deployment issues.
- Successfully implemented a thorough transformation in the delivery of **Performance Management, Career Development, Succession Planning, and Collaborative Workspace modules.** Additionally, provided support to clients during the post-Transition and Deployment phase by **addressing Queries** related to service delivery, **managing incidents**, and processing **change and service requests**.
- **Oversaw ERP change management** initiatives, developing training materials and documentation that led to a 100% adoption rate and ensured a seamless transition for users.

BYJU'S   2021
Recruitment Associate

- As a Recruitment Associate, I managed the entire recruitment process, which included sourcing candidates, performing initial screenings via telephone interviews to evaluate their suitability according to specific criteria, and facilitating Zoom interviews with selected candidates prior to their progression to the next stages of the interview process.
- Oversaw a pipeline of prospective candidates by utilizing diverse recruitment platforms such as LinkedIn and Naukri to source, evaluate, and select suitable candidates.

Case Studies

Pizza Runner SQL Case Study
- Conducted detailed SQL analysis on operational data to identify inefficiencies and improve delivery performance.
- Designed and executed multiple business queries to derive insights into customer behavior, runner efficiency, and ingredient usage.

Danny's Diner SQL Case Study
- Used SQL to extract and analyze sales and loyalty data for a fictional diner.
- Delivered insights into customer order patterns, frequency, and menu popularity.

Pizza Hut Analysis
- Performed SQL-based data exploration and business performance analysis for Pizza Hut.
- Focused on customer segmentation, product-level sales, and high-level revenue patterns.

Education

- **MBA, HR & Marketing**   2019 to 2021
  Vignan Institute of Information Technology

- **B.Tech, Manufacturing Engineering**   2014 to 2018
  National Institute of Foundry and Forge Technology

Projects

WORK LIFE BALANCE & IT'S IMPORTANCE
- Analyzed factors affecting work-life balance, identifying Work from Office (WFO) and Work from Home (WFH) as standout contributors. Investigated the impact of COVID-19 on employee preferences, noting a shift towards WFH over WFO which concludes that the WFH/ Hybrid model is a forward-looking approach for organizational work culture

CONSUMER PERCEPTION ON E-VEHICLES
- Analyzed comprehensive secondary data to draw conclusions on consumer perceptions of e-vehicles.
- Forecasted market trends for e-vehicles and examined the shift in customer preferences towards adopting electric vehicles