#### Mahender Thigulla

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**Professional Summary**

Goal‐oriented, self‐motivated and outgoing Sr Business Analyst/Product owner with diverse 8 years of professional experience in the CRM, EDW, ETL, BI, SFDC, Reporting, RPA, Hadoop, HealthCare, Insurance, Audit, Retail SAP and Banking. Experience and Solid Knowledge of Software Development Life Cycle (SDLC) methodologies like Waterfall, RUP and SCRUM. Extensive domain focus on Claims and Billing. Possess extensive experiences in Gathering Requirement, analyzing and optimizing the processes and converting them into Business Requirement Document (BRD) and Functional Requirement Document (FRD) throughout Software Development Life Cycle (SDLC). Proficient in creating User stories and UML diagrams including Use Cases Diagrams, Activity Diagrams, Sequence Diagrams and Data Flow Diagrams (DFDs). Experienced in defining Test Strategies, Test Schedule, Test cases, Test Environments, supporting System Integration Testing (SIT) and User Acceptance Testing (UAT). Solid experience working with Tools in gathering Requirements, Testing, Defect Tracking and Change Management. Excellent communication and interpersonal skills resulting in long lasting relationships with team members, stakeholders and end‐users. Experienced working under pressured with diverse groups and individuals, and capable of multitasking independently. Detail‐oriented with proven history of leadership skills.

**Expertise**

* Demonstrated experience in gathering and analyzing Business Requirements Document (BRD),

Functional Design Document (FDD) and Use Case Document (UCD)

* Experience in RPA, ETL, EDW, Hadoop, large data profiling, quality and reporting.
* Great understanding and proven skills in all phases of Software Development Life Cycle (SDLC) using Waterfall Methodology, Rational Unified Process (RUP) Methodology and SCRUM
* Extensive knowledge of Web based applications, CRM and usage of HTML and XML
* Extensive writing knowledge of SQL Queries against Oracle database to generate Readiness Report,

Requirements/Test Cases Traceability Matrix, Execution Detail and Defects Reporting

* Experienced in using Project Management Tools (MS Project) in managing schedules and deadlines, analyzing information and collaborating projects with great judgment skills identifying High and Low Risk for Critical Business Area
* Experienced in defining Testing Strategies by creating Test Plans and Test Cases to determine the Test Schedule and Test Environments
* Excellent communication and interpersonal skill with strong analytical skills, problem solving skills and capability in building relationships with the stakeholders, clients and IT department

**Technical Expertise**

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| Programming | C, C++, Java, J2EE, C#, .Net |
| OS/Network | iOS, Android, MS-DOS, UNIX, Linux, Mac, Windows/XP/NT/Vista/7/8 and CCNA |
| RDBMS/Admin | Oracle 12c, SQL, PL/SQL, DB2, TOAD, ODBC, MS-Access and SQL Server, No SQL, Salesforce Admin |
| Web/Protocols | HTML, DHTML, PHP, HTTP, SOA, SOAP, SOAP UI, REST, XML Spy, UDDI, WSDL, CSS, XML, ASP and JSP |
| Scripting Languages | VB script, Java script, AJAX, Perl Script and Shell script |
| RPA, ETL Tools, Big Data, ERP and Reporting tools | UiPath, Hadoop, Salesforce, AEM, Oracle ATG Commerce, SoftwareAG, Mulesoft, Automation Anywhere, ECC, SAP BODS, SAP HR/HCM, UC4, AWS, Azure, ETL, Informatica Cloud, Informatica Power Center 10.2, Tableau, Power BI, Data Stage, SSIS, SFDC, SAP Business Objects 4.0/4.2, Sales Cloud, Cognos, Crystal Reports, MS Office, Share Point, DB Visualizer, PuTTY, WinSCP, Confluence, Rally, Slack bot, JIRA |

**Experience**

**PwC, TX Jan 2019 - Present**

**Product Owner/ Business Analyst Lead**

* Working on TRACK and Flex Forecast projects.
* Creating PBIs and maintaining Product Backlogs.
* Worked on UiPath and components design project and documentation
* Worked on Adobe Experience Manager for Content, Digital and Cloud services
* Performed end to end Activities and Library Panels, Start, Design, Execute and Setup in UiPath.
* Working on Data quality reporting, Service now tickets and data discovery
* Working closely with business and project team. Conducting Walkthroughs for different teams – QA, Development to ensure the requirements and needs are understood perfectly.
* Support smooth delivery at end of each sprint.

**City National Bank, Los Angeles, CA Feb 2016 – Jan 2019**

**Product Owner/EDW/SFDC Business Data Analyst Lead**

**Responsibilities:**

* Managing software system development and integration projects through all phases of project life

Cycle using Agile Methodology - analysis, design, development, testing, and implementation.

* Responsible for liaising with User teams, Product Owners and Business to discuss solutions and any alternatives that could be used.
* Experience in Purchase Money Mortgage (PMM) data and processing information
* Hands on Salesforce cloud, data load, Integration and reporting.
* Work with users to develop efficient and optimal best practices and solutions in multiple functional areas
* Conducted meetings and interviews with Users to understand the requirements and hashing out the different scenarios we would have to cover in customizing new Case Management System.
* Creating Functional Specification Documents, that caters to both the development team and Vendor Application team.
* Conducted requirement gathering sessions with the Card Fraud and Corporate Security Team to create and define the Business Requirement Document (BRD) and the Functional Requirement Document (FRD) using Rational Requisite Pro.
* Creating Use Case Diagrams using MS Visio to document the Business and Application flow process.
* Organizing and facilitating meetings with the management and development teams.
* Using HP Quality Center for Defect Logging and Tracking during testing

**Wells Fargo, San Francisco, CA Nov 2014 - Feb 2016**

**Business Data Analyst**

**Responsibilities:**

* Followed **SCRUM Methodology** throughout the Software Development Life Cycle (SDLC).
* Constructed Mapping Documents for **API/Web Services**- **Appraisals**, **Title**, **AUS** **Credit Reports**, **Property Location Check**.
* Gathered requirements for **API** mappings.
* Gathered the **Business Requirements** by interviewing client Stakeholders, developers, and managers, asking detailed questions and carefully recording the requirements in a format that can be reviewed and understood by both stakeholders and the technical team.
* Excellent knowledge gained during experience of the Data systems used and maintained.
* Experience in creating **Conceptual Data Models** to ensure the business understands the flow of information through systems.
* Worked on multiple PMM scenarios to build and deployment to the users
* Experience in creating **Logical Data Models** to capture the attributes and data elements required by the Business.
* Strong Knowledge and Understanding of **XML Schemas**.
* Facilitated meetings with the **Loan Origination System** teams **(LOS)**, **Loan Servicing System** teams **(LSS), Underwriters, SME’s** in the requirement gathering process to have a clear concise understanding of the end to end process.
* Facilitated **Daily Stand ups**, **Sprint planning**, **Sprint review** and **sprint retrospective** meetings.
* Experience in creating **User Stories** and prioritizing them
* Elicited, analyzed, communicated and documented detailed requirements in the form of **Business Requirement Documents, Functional Requirement Documents, Use Case Specification Documents (UCD), User Stories.**
* Identified use cases from requirements, created UML diagrams including **Use Case diagrams, Activity diagrams, Sequence diagrams** using MS Visio.
* Analyzed and wrote business requirements and system specifications using **Rational Requisite Pro.**
* Conducted Requirements Walkthroughs sessions with the Development, QA and business teams to help communicate the requirements effectively.
* Performed mass data imports using the **API**
* Executed **SQL** queries to test the database for seamless integration between the **LOS** and **LSS** and maintenance of accuracy of data.
* Executed **SQL** queries to retrieve information from data warehouse and generate various reports to be submitted to managers during milestone documents.
* Assisted **UAT** Team in testing the final application for usability testing to verify whether all the user requirements were catered to by the application.

**Costco, Bellevue, WA Jan 2013 – Oct 2014**

**CRM Business Systems Analyst**

* Run inbound and outbound interfaces thru UC4, send data to vendors (iSeries, Bank of America, BAML, Tower Watson), updated table entries in Greenroom.
* Configured OM, PA, Payroll, Time validations, entry and exit payroll, iDocs validation.
* Monitor all the testing (Manual, SIT, regression, smoke test, per prod smoke test), functionality behavior and ALM defects.
* Experience in structuring sales processes for service businesses
* Provide day-to-day support for issues that affect the daily operation of CRM and its interfaces; resolve such issues in a timely manner.
* Setup variants, wage types, run id table entries, check with ABAP program, work flows in UC4.
* Involved in the defect triage, transport meetings and stand up meetings
* Prepared Test plan, Test Data, SIT1, SIT2, SIT3 for cycle 1 and cycle 2
* Involved in the pre-prod smoke testing, prod support in command center, open incidents, Migration process, Payroll process and Maintenance process with different teams on multiple project

**DIRECTV, CA Jan 2011 - Nov 2012**

**Commerce Business Systems Analyst**

* Worked on bundle offers and created medium to complex business scenarios
* Experienced translating high level Business Requirement Document (BRD) into detailed Functional Requirement Document (FRD).
* Worked on SQL, Java, AMDOCS, Oracle ATG and delivered E2E on Agile environment.
* Used Project Management Tools (MS Project) in managing schedules and deadlines, tracking progress, managing budgets and analyzing workloads.
* Experienced in planning and analyzing Business Process Workflow Models to perform a GAP Analysis.
* Solid Experience in supporting Quality Assurance Team in System Integration Testing (SIT).
* Extensive writing knowledge of SQL Queries to generate Reporting Metrics to determine the overall performance of the Claim Processing and Data Warehousing Project.
* Participated in development of Timeline for project delivery in order to manage projects and resources for successful completion with a proven skill of meeting the deadline of the project

**WellPoint Inc (Richmond, VA) May 2011 –Dec 2011**

Senior Business Analyst

**Responsibilities:**

* Utilized Rational Unified Process (RUP) Methodology to configure and develop process, standards and procedures in all phases of Software Development Life Cycle (SDLC).
* Worked collaboratively with upper managements and senior team member in discussing Project Need and Project Scope before writing Business Vision Documentation.
* Worked with stakeholders to realize requirements while implementing a PaaS cloud platform.
* Communicated and collaborated with business partners and project teams to analyze High Level

Business Requirements to ensure accuracy in gathering Business Requirements, Claim Adjudication Requirements, analyzing data workflows, defining the project scope and documenting the details using Rational Requisite Pro.

* Identified common medical bill errors and type of Claims such as Medicare, Medicaid, preparing use cases.
* Facilitated Joint Application Development (JAD) sessions to focus on defining the HIP Claims Processing process.
* Identified actors and use cases from the requirements and prepared Use Cases Diagrams, Business Process Flow, Activity Diagrams and Work Flow Diagrams to understand the interaction between actor and the system using MS Visio.

**Education:**

**Master’s in Computer Science, OU, India**

**Bachelor’s in Computer Science (Mathematics, Statistics, Computer Science), KU, India**