**SUMMARY OF SKILLS**

Business Analysis, Project Management and Operations, SAFe Agile Methodology, Use Cases, SDLC Processes in all phases of ERP, GUI Design, IT Project Support, Product Demo, Vendor management and support, technical support, testing and implementation assistance, Effective Communication, RUP Methodology, UML( Use Case Diagrams, Activity Diagrams, Class Diagrams, Navigational Flows, Story Boards, UI Specifications and Sequence Diagrams), Supply Chain Methodologies, Good expertise on reporting tools, GAP analysis, User Acceptance Testing (UAT), SWOT Analysis, Risk Analysis, Mitigation Plan, Cost Benefit Analysis, Change Management and ROI Analysis, Technical Proficiencies MS Suite, relational databases like SQL, ORACLE, PL/SQL and MYSQL reporting tools like PowerBI, Tableau and incident management tools like Jira, ServiceNow and PDSM’s.

**WORK EXPERIENCE**

**FedEx Services, Memphis**  May 2019 - Present

**Business Analyst – Project/Process**

* Led Business Prerequisites, Practical and Specialized gatherings with Business gatherings, partners, and vendors. Applying decision making ability in adjusting and upholding for the utilization of light-footed conveyance ideas and business investigation devices and strategies.
* Assist in performing framework plan, advancement and item confirmation testing on control frameworks, programming, equipment, and hardware. Work as a piece of the group and discuss viably with programming engineers and product owners.
* Provide Mockups, prototypes and wired framework using pre-requisite tools (In Vision and Adobe) and designing flowcharts, mock-ups needed to present new and updated changes within internal stakeholders and external stakeholders.
* Knowledge of the Scaled Agile Framework (SAFe) Solid comprehension of Protected or iterative improvement cycles, quality and testing best practices. Lead essential demonstrating, anticipating, moving, and fluctuation examination, cost investigation, change/occurrence the executives, business case improvement, other monetary and operational activities.
* Collaborated with stakeholders to distinguish prerequisites and prescribe answers for address business needs agreeing to activities and it controls structures inside guidelines. Made a normalized cycle record to maintain existing or new interfaces during implementation.
* Conducts monetary/business examination including improvement of week after week appraisals, month to month reports, KPI/SLA detailing, dashboards utilizing revealing apparatuses (BI, Tableau and ServiceNow) and introductions for business surveys announcing business status, execution, and activities. Offer help of an exceptionally mindful and private nature to stakeholders and vendors in estimating, financial plan, charging, cutoff times and so forth.
* Providing scrum master's contribution all through the entire life pattern of Salesforce change improvement measure (from task to execution stage) and lead scrum gatherings when required and scrumming of forthcoming exercises by IT team and furthermore lead audit gatherings without PM's and Product Owners.
* Assist engineering and testing group while execution and approval for the undertakings and own tolerating the work from innovation side. Hands on experience in UAT and Audits.
* Identify and raise chances, issues, suppositions, conditions, and so on to help arrangement conveyance. Help partners in business and specialized investigation standards, for example, measure examination and definition utilizing organized methodologies.
* Establish time plans with designing and organization tasks and help Item Proprietor with Excess preparing, Capable information on instruments like Jira and Rally for overabundance the executives. Constructed associations with stakeholders and vendors to upgrade FedEx Fundamental beliefs.

**Amazon India Pvt Ltd, Hyderabad, India** February 2012 – April 2016

**E-Commerce Business Improvement Analyst**

* Create easy to understand system models, business requirements, provide mock, flow charts for development team.
* Worked with Project Managers in establishing project plans that conform to SDLC standards for IT
* Working as a liaison between Business Improvement and ITO team (b2b, retail, kindle app support, dev, and customer excellence) collaborated with SMEs to successfully improve, enhance existing process and documented functionalities.
* Executed through the entire process of SDLC from gathering requirements, designing, developing, and testing as the part of customer satisfaction and lead project worth of minimizing cost-effective experience for internal/external business teams.
* Successfully created business requirements and converted them to technical and functional system requirements by aligning them to requirements of the company. Worked on different documents like SOW’s, BRD, BSD, CRS, Flow cases, implementation plan and test cases.
* Used MS Visio for Process modeling and Business Process Flow Diagrams to successfully showcase the improvement and provide the details to developer team and MS SharePoint server as a central repository for documentation.
* Hands on experience in technical analytics related to advanced data analysis, data mining, and source to target mapping.
* Wrote PL/SQL statement and stored procedures in SQL Server.
* Facilitate different business groups to perform various business Analysis (GAP, Change, Impact and Strategic) to identify the deficiencies during providing improved solutions to stakeholders.

**Internship**

National Institute of Information Technology, Hyderabad, India December 2010 - April 2011

Academic Project: GUI FOR RDBMS

Role: UI Business and Data Analyst

Description: Problems of SqlPlus command-line interface is solved through the developed GUI tool. The main objective of the project had been to develop GUI for more user-friendly Oracle installation. The scope of the project lies in creating an interface in JAVA using Servlets and JSP for building a GUI tool and using this as a public database.

Environment: JSP, Servlets, Oracle 9i.

**Education**

* Master of Science in Engineering Management, Christian Brothers University, Memphis, Tennessee.
* Post Graduate Diploma in Management, All India Management Association, India

**Certifications**

* Graduate Certificate in Data Analytics
* Graduate Certificate in Management
* Oracle Certified Admin (Workshop OCA – 1)