

BUSINESS ANALYST

PROFESSIONAL SUMMARY

- Complete working experience of 12 years with 5 years in Education sector and 7 years of IT experience as a Business Analyst developing business processes and system solutions
- Extensive experience in Software Development Life Cycle (SDLC) - Verification and Validation, **Agile Scrum and Waterfall** methodologies used for design, development, testing, and maintenance of software.
- Expertise in producing detailed **User Stories in JIRA** and facilitating meetings: **Grooming, Sprint Planning, Daily Standup, Sprint Review, and Sprint Retro.**
- Extensive experience in developing **Business Requirements Document (BRD), Functional Specifications Document (FSD), Nonfunctional Requirements Document and Use Cases Specifications.**
- Strong process modelling using **UML** (Use Cases, Sequence Diagrams, Activity Diagrams, etc) employing tools like **MS Visio.**
- Experience in conducting Joint Application Development (JAD) sessions for requirements gathering, analysis, design and Rapid Application Development (RAD) sessions.
- Ability to handle complex information with accuracy and attention to detail.
- Hands-on experience working with **Relational databases**, creating **SQL queries** to verify application reports, tables (**Back-End Testing**), calculations or aggregation functionalities and **UI data validation.**
- Proficient in executing **User Acceptance Tests (UAT)** and creating UAT Test Plan and Test Cases.
- Strong interpersonal and communication skills, building and maintaining relationships, self motivated with the ability to **prioritize, meet deadlines, and manage changing priorities.**
- A proven track record for performing independently and in teams. Managing teams in matrix environments. Expert at handling multiple projects simultaneously.
- Expert in quickly grasping business processes and acting as a bridge between management and development teams. Experienced in the analysis and testing of web-based applications as well as mobile.

EDUCATION and CERTIFICATIONS

Business Analysis Certified (ECBA): IIBA | International Institute of Business Analysis.

Salesforce Administrator: Salesforce (<https://trailblazer.me/id/rmaddala>)

Salesforce App Builder Certified: Salesforce,

Scrum Fundamentals Certified (SFC): SCRUM study

Master of Science: Sri Padmavathi Mahila Viswa Vidyalaya, India

Bachelor of Science: St. Anns Womens Degree College, India

Agile MBA: The Job Hackers

PROFESSIONAL EXPERIENCE

- ❖ **Salesforce Admin | The Truman Heritage Habitat for Humanity-The Deveau Group**
May 2021 - Present
 - Streamlining and restructuring Volunteer Campaigns for THHFH by creating a Record type and enhancing the construction volunteer layout.
 - Creating the workflow rule to automate the manual process of email alerts to send the reminder of the location for the job.
 - Adding the orientations link for new volunteers to sign up on the Shift Calendar.
 - Collaborated with the team in creating the Training User Guide for the THHFH in lightning.
 - Worked on the release updates to evaluate the impact of the update in the sandbox before it is enforced.
- ❖ **Lead.Business Analyst | Mobile Application | We Rule |**
Jan 2021-Present
 - Implementing a mobile app, platform that connects mentors and mentees to a paid mentorship program.
 - Collaborate with the business owners, elicit feedback and flow charted the current existing process flows AS-IS and TO-BE future state process
 - Researched and conducted competitor analysis and presented to the business owners to gauge a better understanding.
 - Lead a team of 5 in creating the prototypes and upon the approval created the user stories and Acceptance Criteria for the MVP's in Jira.
 - Collaborate and coordinate with the development team in the design and development phase.
- ❖ **Business Analyst | Loan Automation for customers | Afinoz**
2019 - 2020
 - Documented the process flows AS-IS and TO-BE process of loan origination process across different loan products
 - Collaborated with the Product Owner in grooming product backlog items created User Stories and Acceptance Criteria
 - Facilitated Joint Application Design(**JAD**) sessions for the new feature functionality "Track My Application".
 - Collaborated with the UX/UI engineers to design ensure all requirements were met as per business needs.
 - Translated client's business needs into functional & non-functional requirements and created Functional System Design Document(FSD), ensuring traceability.
 - Performed data mapping from the source to target systems to ensure the equivalent fields are available in target systems.
 - Prepared training material, and training via web conferencing.

❖ **Business Analyst | VMware - Akraya Inc**
2018 - 2019

➤ **Enterprise Resiliency**

- Compiled, documented, and managed all the components of VMware's ER repository solution **RSA Archer**; oversaw 120 BCP's for the AMER region. Version controlled Business Continuity Plans(BCPs) in **SharePoint**
- Involved in User Interface(UI) analysis with the business team to validate the accuracy of the ER website.
- Tracked information collected from the VR e-mail box and social channels, **SLACK**, and **Microsoft Teams** to maintain program websites, furnished content, and design input sections increasing user engagement by 80%.
- Managed daily, weekly, monthly project activities such as weekly team meetings, and aligning resources for project activities in **SmartSheets**.
- Created visually impactful dashboards, dashboards in excel for training data by using pivot tables and transforming raw data into meaningful, actionable information hence reduced the manual report creation time by 20%.

➤ **Internet of Things(IoT)**

- Created a high-level view, a road map for all IoT projects that decreased redundancy, time, and money by 80%.
- Involved in project scope meetings with product owners, Senior Executives, and directors of IoT divisions to understand the IoT projects roadmap, workflow, and the systems involved.
- Designed the IoT framework in **Confluence**, a document repository tool for all documents aligned to onboarding IoT projects.
- Created end-user manuals, documented project processes, and procedures (SOPs)
- Provided ad-hoc training for the end-users when necessary.

❖ **Substitute Teacher | San Ramon Valley Unified School District**
2015– 2016

- Follow regular teacher's lesson plans in a way that ensures consistency and optimal learning, and that encourages students to participate
- Assign classwork and homework as necessary, according to lesson plans
- Modify teaching styles to fit the learning styles of various students
- Maintain a well-managed classroom and positive learning environment
- Supervise students out of class such as in the hallways and in the cafeteria

❖ **Preschool Teacher**
2009- 2015

➤ **Kidango | Full time**

- Developed age-appropriate thematic lesson plans and creative ideas for making the lesson interesting for the children
- Fostered a child-focused classroom environment that motivates the child to learn further.
- Maintained record of the child's development using the DRDP-R observation rating tool and discussing the development of the child with parents.
- Coordinated between the supporting staff and assistant teachers and conducted weekly discussions for further improvisations and presented evaluation.
- Attended teaching workshops arranged by the organization to focus on the development of the early childhood education teacher.

➤ **A Child's Hideaway Learning Center | Part time**

- Helping the children with the activities assigned and also motivating the child's development and their focus towards learning.
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- Developing language and vocabulary among children by telling stories and poems to entertain the children
- Fostering a learning environment in the classroom

➤ **LEGO Robotics Teacher (Afterschool Enrichment) CompuChild | Part time**

- Developing academic readiness skills in math, science and a solid understanding of the computer as a valuable learning tool to prepare them for the challenges of tomorrow.
- Making students work in collaborative groups to design robots using LEGO bricks and learn about the basics of robotic history, engineering, construction, programming, and computer logic.

➤ **Abacus Teacher (Afterschool Enrichment) Brain - 0-Magic | Part time**

- Teaching multi-age group students to use the abacus to solve basic arithmetic operations such as addition, subtraction in a fun way using various techniques. Also, to perform calculations mentally using an imaginary abacus.
- Creating Lesson plans that help children to develop speed, accuracy, concentration, and listening skills.

❖ **Programmer Analyst - Silverline Industries Ltd, Chennai. March | Full time**
1997 – 1999

- Actively involved in the Y2k conversion, UAT, Go-live, and post Y2K development for the client Bell Atlantic formerly NYNEX.
- Responsible for writing, updating, and maintaining program changes.
- Spearheaded the conversion and testing of 600+ programs both online and batch and ensured error-free implementation.
- Drove successful completion of Y2K remediation project for telecommunications.
- Followed the V- model methodology.

TECHNICAL SKILLS

Microsoft Visio, LucidChart, MS Office, Excel, Powerpoint, Balsamiq, JIRA, Trello, Confluence, CA-Rally, SmartSheets, SharePoint, SQL Server, PostgreSQL, DB2, Python, R, Oracle, Salesforce, Tableau, RSA Archer(eGRC), MS Projects, POSTMAN