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PINAKINI CHINTAKUNTA

Product Management & Business Systems Analysis

IT professional with more than 7 years of experience in systems analysis, product management and software delivery management with a strong technical background. Experienced in designing product strategy, technical solution overview and delivering end-to-end product development and management services to optimize the current state of customer's applications and systems. Experienced in analyzing, designing and delivering custom software applications, SaaS or COTS applications. Adept in UI Prototyping, DevOps, Security Testing, User Acceptance and Functional Testing and Release Mgmt.

SKILLS

Product and Delivery Management

- Customer Analysis, End User requirements analysis
- Product Strategy, Solution Design,
- Create BRDs, Product Backlogs, Epics, User Stories, Tasks, Release backlogs, Iterations, HLDs and UML Diagrams
- Customer Analytics, KPIs, derive product insights from data
- **AGILE** Development (SAFe), SCRUM, KANBAN, Stakeholder management, Rational Unified Process (RUP)
- Scope releases, iteration deliverables, MVP's (Minimum Viable Product) and timelines.

DEV-SEC-OPS

- CI/CD Implementation. Configure automated Deployment pipelines with integrated approval workflows.
- Containers and Snapshots deployments and version control
- Integrate code scanning tools, Security testing, Code quality and Vulnerability testing – OWASP10

UI Wireframes and Prototypes

- Set up Design Thinking sessions with end users to empathize with user needs, ideate and design Prototypes.
- Create responsive UI Wireframes and Prototypes using RDV (Rapid Design and Visualization) techniques.

TOOLS & LANGUAGES

BA Tools	Confluence	CA RallyDev	JIRA
	ASANA	IBM Rational	BPMN
	ALM-QC	Symphony	
UI Tools	iRise	Balsamic	Origami
	InVision	Adobe Xd	
BI & Data Analysis Tools	MicroStrategy Desktop		
	PowerBI Desktop		
DEV-SEC-OPS Tools	Fortify	VeraCode	Jenkins
	uDeploy	Artifactory	JBoss Console
	AutoSys		
Languages	HTML5	CSS	JSON XML SQL
	Shell Scripting		
Interface / Messaging Tools	Solace MQ	IR-360 (IBM MQ)	
	MULEUtility	SOAP UI	Curl
	CITRIX	Postman	

EDUCATION

Georgia State University

J. Mack Robinson College of Business, Atlanta, GA

Master of Science in Information Systems (Computer Information Systems)

8th January 2016

Sathyabama University

Chennai, Tamil Nadu, India

Bachelor of Technology

12th May 2011

PROFESSIONAL EXPERIENCE

WELLS FARGO through ATR INTERNATIONAL INC, CHARLOTTE, NC, USA (22nd July 2019 – Present)

APPS SYSTEMS ENGINEER 6 (Role: Technical Analyst)

Analysis, Design, Deployments and Readiness:

- Analyze user requirements, design UX wireframes, UI prototypes and simulations, write technical specifications to update the current sharepoint application adhering to AGILE Iterative delivery process.
- Write user stories with acceptance criteria, conduct user story review sessions with development team. Perform user acceptance testing and follow up with the development and interfacing teams on resolution.
- Understand the vision behind the enhancements and conduct vision and prototype demo meetings with development and interfacing teams. Communicate the value add that would be achieved by delivering the user stories.
- Perform application deployment, automated and manual testing, application monitoring and issue triage for multiple applications and environment instances. Perform build components and code snapshots deployment through uDeploy (UrbanCode Deploy). Execute AutoSys jobs, execute DB scripts in the lower environments, complete SSP requests to configure Solace MQ changes, ensure active running of Jboss, Apache and AutoSys servers.
- Support UNIX hosts, Jboss and Apache server post patching activity. Document post patching validation run book with steps to restart servers (RC Scripts), AutoSys jobs, uDeploy server agents, shell commands to manually start and stop server agents and jobs, reload caches and complete healthchecks.
- Document run books, access and installation guides, application interface details, DB and App config scripts and process flows on the Confluence team site. Support business user functional testing demos, user acceptance testing and client testing sessions, performance testing and production fix testing activities.
- Perform code components version validation between environment instances to keep them in sync and up to date. Send out platform notifications to communicate the list of code components deployed in the lower environments

Automation:

- Collaborate with the QA Automation team, develop technical specifications to build automated test case suites as part of CI/CD implementation.
- Analyze application's functional use case and identify various areas of code redundancy with the test scripts, enhance the automation software to reduce the overall run time duration.
- Create JIRA work items to collaborate with the teams in developing new test cases and resolve open defects.

DB Refresh – Data Security Compliance:

- Design process workflow and questionnaire templates in line with Data Security and Risk Management policies to mitigate the risk of copying sensitive/private data from Prod to Non-Prod DBs. Work with the application development teams to confirm on the data classification (confidential/ restrictive data), encryption/ masking guidelines adherence.

Buildout of New Environment Instance - Documentation

- Analyze and document the detailed technical specifications which includes configuring middleware services (JBoss/Apache/AutoSys/SSL), DB Schemas (Table Spaces/DB Accounts), creating uDeploy agents and workflows, configuring AutoSys, new MQs, configuring F5 LTM domains, whitelisting IPs, CITRIX onboarding and configuring NDM/NAS locations.

CAPGEMINI AMERICA INC, ATLANTA, GEORGIA, USA (31st August 2015 – 31st October 2018)

APPLICATIONS CONSULTANT 2

- With AT&T Services Inc. as my client, working on business critical and mission critical applications – Escalation Management Systems (EMS), Customer Issue Tracking, Resolution and Improvement Systems (CITRIS), Whiteboard Tools (GSA – Whiteboard) and Maintenance Release Group (MRG) applications.
- Gathering, analyzing and scoping business and technical requirements for the AT&T Office of the President and Customer Issue Escalation Management, Service Management and Service Assurance groups. Analyzing, designing

and maintaining client's Customized Software applications based on .NET Framework, BMC Remedy and ColdFusion technologies.

- Create product backlogs, release forecasts, project plans, team and project profiles, release backlogs, epic user stories, child user stories, HLDs (HighLevel Design Documents) and technical solution overviews.
- Create test suites with test plans and test cases, execute system and functional test cases and generate test summary reports. Assign tasks, functional test approval sign-offs, Pre-UAT and UAT sign offs.
- Set up and configure CI/CD framework for the applications. Verify latest source code version management in GIT, BitBucket, CodeCloud and SVN profiles. Verify Jenkins to confirm code packaging jobs and execute security vulnerability scanning through CI/CD platform to generate scan results from Fortify SSC, Veracode and SonarQube. Create deployment steps in CI/CD platform to trigger code packaging, test deployment, manual testing, acquiring user sign-offs and code deployment.
- Create defect suites and capture Defect summary to re-execute test plans and generate defect summary reports.
- Create release documents including deployment plan, business user sign-off documentation, creation of change requests to engage release management, system and DBA counterparts.
- Analyze the current state of n-tier application's legacy programming code and design technical requirements for the future state of application in alignment with the industry best practices and business objectives for the new or to-be application design.
- Executing advanced SQL data querying to perform data extraction, cleansing and data manipulation tasks and generate executive data analysis reports to meet day to day business and data needs of the business users.
- Design high level and low level technical solution design, technical specifications, interface design rules and workflows to implement new interfaces for the existing applications to automate customer issues and ticket creation. Developed internal interface between EMS application and AO (Automated Outbound) application to automate calls to the end customers. Developed external interface between CITRIS application and FCC (Federal Communications Commission) as well as BBB (Better Business Bureau) to automate ticket creation of AT&T end user issues reported at FCC and BBB.
- Developing web user interfaces and prototypes using iRise, HTML5, CSS and JavaScript with a focus on desktop version for ticketing platforms but also responsive to the Mobile and Tablet UI's as needed.
- Implement reporting services and create ad-hoc or executive dashboard proof of concepts reports on Microsoft Business Intelligence tools such as SSRS, MicroStrategy and Tableau. This assists business client's to view and comprehend application data with a focus on targeted areas (customer products, case types, issue groups, SLA metrics and areas of improvement identification).
- Designing proof of concepts in Microsoft .NET platform to demonstrate text data parsing, analysis and mining of the application's historical customer issue and appeal data. Formulate data analysis and data mining rules and algorithms required to parse the text and automate issue creation through natural language processing techniques.
- Analyze and design interface solutions to retrieve data files from internal software applications using Connect Direct and SFTP interfaces. Developed application interfaces with AT&T internal applications to retrieve investor complaint data and account NPANXX data.
- Performed daily application database performance maintenance and optimization tasks including running SQL traces, SQL Profiler and SQL Index Optimization jobs.
- Created EFFORT PT and GREAT estimations to identify the required Man Hours when implementing new application development or maintenance tasks, new enhancements delivery or new interfaces to the existing applications. Analyze and identify the number of BRs, use cases, downstream and upstream data flows along with the number UI screens recommended for the new work effort.
- Interacting with the business clients daily and act as a liaison between the business and development teams. Understand the client's goals and strategies and communicate, scope and drive the deliverables in alignment to it.
- Coordinate with the user in providing user stories walk-through, developing user manuals, resolving user acceptance testing defects and scoping future AGILE Release/Iteration enhancement requests.
- Conduct daily scrum calls with the offshore and onsite teams to track project deliverables. Provide weekly status report to the client supervisor, business user and engagement lead.

GEORGIA STATE UNIVERSITY, ATLANTA, GEORGIA, USA (19th August 2014 – 31st July 2015)

GRADUATE RESEARCH ASSISTANT

- Worked on the analysis, design and development of web based application prototypes for the Center of Health Information Technology in association with Metro Atlanta Chamber.
- Developed the design and performed requirements analysis to build a workforce planner application for the University System of Georgia affiliated project.

IMPLANTABLE PROVIDER GROUP (IPG), ALPHARETTA, GEORGIA, USA (18th December 2014 – 31st July 2015)

DEVELOPMENT INTERN

- Designed web user interface prototypes for patient finance modules which enables affordable and one stop Healthcare financing for patients and providers. Developed technical solution overview for integrating credit sponsors and installment loan sponsors with banks as third parties.
- Developed interface architecture diagrams and business process workflow notations with multiple EHR systems and RCM systems with external and internal data transfer protocols and API's.

COGNIZANT TECHNOLOGY SOLUTIONS, CHENNAI, INDIA (22nd September 2011 – 18th July 2014)

JUNIOR BUSINESS ANALYST

Worked with HR COE (Center of Excellence) clients on a variety of custom software development projects-

- Built an associate data dashboard for the client's HR team to retrieve their associate's data in a single page, real time interface. Data is analyzed and retrieved from PeopleSoft's HCM, CRM, ESA & payroll modules.
- Developed a PC, Android and iOS compatible emergency blood request app. Automated blood requests and donor registrations using a unified portal for the requestors to contact compatible donors. The process was leaned by 90%

Programmer Analyst

- Initiated a change in the On-Campus recruitment process by developing a student coding environment (Students can develop applications at home prior to joining Cognizant). Reduced the training period for the new joiners by 3 months.
- Developed an automated system-thinking survey application for gathering patient's feedback using SQL and ASP.net. The application uses a rules based workflow and the survey response rate is increased by 63%. Performed QA as well.

Programmer Analyst Trainee

- Developed an in-house data management system involving master data storage and a dashboard for the admin specific transactions. The system is integrated with the vendor system, providing access to the real-time inventory.

TRAININGS

- Completed Business Analysis & Scrum 4 Business Analyst & Product Owner course on Udemy.
- Completed Securing Microsoft Azure training (includes OWASP 10) with Wells Fargo Develop You e-learning.
- Completed DHTML Forms and Cascading Style Sheets course with Capgemini OurUniversity e-learning.
- Completed SQL: Multiple Tables and Advanced Queries course with Capgemini OurUniversity e-Learning.
- Completed SQL: Create and Maintain Tabular Data Models with Capgemini OurUniversity e-Learning.
- Completed MS Power BI training with Capgemini OurUniversity e-Learning.