VAIBHAV GANGALA

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EXECUTIVE SUMMARY

Over 5 years of diverse progressive experience in Information Technology with emphasis on Business Analysis, Agile Product Development, Quality Assurance, Data Analytics and Software Development Life Cycle - focusing on Business Requirement Management, Manual/Automation Testing, Production Support and establishing Client Relationship

EDUCATION

Masters in Information Systems and Operations Management, University of Florida, Gainesville, FL
Course Work: System Analysis & Design, Database Systems, Business Analytics, Project Management, Finance, Accounting

Bachelors in Computer Science, GITAM University, Hyderabad, India

TECHNICAL SKILLS

• **Database & Programming**	: **SQL**, C++, Java, Drools, **VBA**
• **BI/Analytics**	: Microstrategy, Informatica, **Splunk**
• **Development methodologies**	: Waterfall, **Agile**
• **Other tools & framework**	: **Selenium, Cucumber testing, JIRA**, Visio, **Excel**, Word, PowerPoint, Zendesk, Apache

PROFESSIONAL EXPERIENCE

Sr. Business Analyst, SS&C Technologies, Mclean, VA July 2017 - **Present**
Successfully collaborated with Business user groups, product and technical teams to understand business processes/requests, potential gaps and developed a financial application to transform Wholesale credit risk business processes for a client worth $2 trillion

- Served as a **stakeholder point of contact** (POC) to identify business/change requests, assess change impacts using analysis and provided strategic and tactful recommendation.
- Successfully guided and reinforced end-to-end application migration which enhanced product and operational efficiency.
- Facilitated (JAD) Joint Application Development sessions to identify business rules and requirements and then **documented business/technical requirements**, enhancements and user feedback across multiple lines and facilitated technical team.
- Lead an entire QA Team comprising of 3 QA testers. Managed their activities through daily and weekly status reports.
- Designed **Automation testing** execution plan, crafted test scenarios and created test data resulting in improved automation coverage from 25% to 75%, which increased efficiency of deployment lifecycle.
- Utilized cucumber and selenium framework to automate testing process and enhanced the quality of the application.
- Experienced in **all levels of testing** including Functional Testing, Integration Testing, System Testing and Regression Testing.
- Created user guides and reference sheets to assist users on the application workflow and functionalities.
- Created Use Case specifications with possible logical scenarios to accurately identify the requirements, dependencies and contribute to acceptance criteria for testing.
- Led weekly team meetings with colleagues and team leaders to ensure client requests were resolved in a timely manner.

Implementation Analyst, SS&C Technologies, Mclean, VA October 2016 - July 2017
Act as a liaison between Technical Implementation, Business, and support teams in bridging the gap between data, analytics, accounting and delivered progressive solutions to medium and large-scale financial clients

- Demonstrated excellence in solving existing gap by optimizing **SQL queries**, which expedited daily performance by 28%.
- Developed custom business rules to enrich client's data using Drools and custom reporting solutions in MicroStrategy to most efficiently serve our clients.

Business Analyst, Cynosure Technologies, Houston, TX January 2016 - July 2016
Procured vital data to document functional requirements perform fit gap analysis, testing procedures and Implemented an ERP Scrum Agile development methodology, acted as a liaison between the business user group and the technical team.

- Utilized SQL queries to filter and test attributes data needed for document generation, reduced data entry.
- Performed data mining on consumer data to understand potential avenues for growth which increased overall customer base by 10%

IT Consultant, PriceWaterhouseCoopers LLC, Atlanta, GA June 2015 – August 2015
Successfully contributed to multiple client engagements involving Banking, Finance and Technology industries to execute value-added SDLC application implementation assignments

- Generated accurate reports by performing IT General and Application Controls testing over IT applications and infrastructure to comply with SOX requirements.

Business Analyst, Techpotent Software Services, Hyderabad, India January 2013 - January 2014
Involved in a start-up company and developed strategic operating plans for web/mobile applications that reflected the long-term objectives, defined milestone deliverables, and established critical success factors

- Solicited, captured and understood business requirements and effectively translated business needs to document **functional requirements, UML Diagrams**; Pioneered full SDLC e-commerce product development.
- Client Relationship Management: Developed and maintained social media campaign across different platforms which increased clientele and improved revenue and profitability by 40%.
- Established repeat customers by providing end-to-end communication and successful client follow-up