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Professional Summary

- 7 years of IT experience.
- **2.5 years of onshore (Australia) experience** across diversified roles, few of which include Requirements Gathering, Solution Design, Consulting, Business Analysis, Workflow enhancements and bug fixes.
- **Highly proficient in verbal & written communication skills and well versed in dealing international customers.**
- Exemplary analytical abilities and zeal in learning new tools.
- Experience in performing feasibility analysis to suggest best optimal solution out of potential solutions, understanding and prioritization of business requirements.
- Adequate knowledge in database management system, data modelling, SQL, and software engineering concepts.
- Involved in preparing business, functional, technical, design & solution level documents.
- Developed reports using Oracle BI Publisher.
- Experience in Software Development Life Cycle (SDLC), Agile, ALM & QLM.
- Possess analytical, troubleshooting, and problem-solving skills, able to work independently & cross functionally within a team with due diligence.
- Currently working in Agile / Scrum based DevOps model.
- Effective utilization of JIRA, Scrum and Kanban.
- Extraordinary presentation, interpersonal, management & leadership skills.
- **Expert as acting business analyst / end to end consultant and able to multi-task.**
- **Experience in coordination with various groups within and outside the organization.**
- Experience in preparing estimates and business value articulations.
- Technical flavoured skills based on the project.

Key Skills

IT Software Project Management	End to End Consulting	Business Analysis
Prioritization, Leadership	.NET, SQL & Oracle	Communication
Waterfall & Agile	JIRA, Scrum, TFS	Project Estimates & Reviews

Technical Proficiencies

Portal Technologies	:	Oracle APEX
Microsoft Technologies	:	.Net Framework 1.1/2.0/3.0 (ASP, ADO & VB.NET)
RDBMS	:	SQL Server 2000/2005/2008, ORACLE
Operating Systems	:	Windows 10/8/7/XP, Windows Server 2000/2003 /2008/2012, UNIX.
Development Tools	:	Visual Studio 2005/2010/2013, Oracle APEX
Other Tools	:	Dexterra, JIRA, Kanban, HPQC
API	:	Web API (SOAP) and APIGEE

Education

- Bachelor of Technology in Computer Science & Engineering (2010-2014) from Jawaharlal Nehru Technological University, Hyderabad, India.

Profession

- Working at Infosys Ltd. since July 2014 till date.
- Current designation in Infosys: Technology Analyst.
- 4.5 years of work experience in Hyderabad, India (current).
- **2.5 years of work experience in Melbourne, Australia (Jan 2017 – Jun 2019).**

Project Details

- 1. Project:** Work Force Management (WFM) TOOLKIT
Client: Australia's leading Telecom Operator
Designation: Systems Engineer / Senior Systems Engineer
Role: Systems Engineer, **Technical Business Analyst**
Organization: Infosys Ltd.
Location: Hyderabad, **Melbourne**

Description: Australia's principal telecommunications company and a telecommunications product and service leader in the Asia Pacific region, employing approximately 50,000 staff in number. It is a geographically dispersed organization, which uses integrated IT systems to support its business operations.

Service Delivery comprises of around 6000 Service field workers or Communication Technicians, who download their jobs of work, connect to the applications pertinent to their day-to-day activities.

TOOLKIT is based on the third-party product (Dexterra) which is used on the CT's Toughbook.

I have worked for different Business Initiatives like NBN OMMA Phase 5.1, Call Conductor, CNS-DI host, and Thanks-Giving Card to the Customer, etc.

Environment: VB.Net, ASP.Net, Visual Studio 2005, ADO.Net, C#.Net, Web services, XML, ASP.NET and SQL Server 2005.

Tools: Dexterra, TFS

Achievements / Key Skills exhibited in this project:

- Configure, Change & Release Management.
- Client / Stakeholder Exposure, Business value articulations.
- Capture business requirements and co-ordinate with various teams.
- Technical, Functional and Business Skills.
- Weekly and Monthly Presentations to various stakeholders / clients.

Roles and Responsibilities:

- **Requirement gathering, Client meetings, understanding and implementing the functional requirements.**
- **Involved in project technical design.**
- Performed unit testing, integration testing, SVT, and regression testing.
- Implemented multiple SQL queries to extract the data from database.
- **Developed a tool named 'NBN Completion Tool' using C# and SQL, that benefits TELSTRA Toolkit L2 IT Help Desk.**
- Used SQL server 2005 for writing Stored Procedures and Views.
- Code check in, labeling, reviews, build to QA for every iteration.
- Handled Configuration Management of entire project for code Check-In, Checkout and Baseline production code using Team Foundation Server (TFS).
- **Involved in discussions with client-side BA & architects.**
- **Worked closely with customers to understand and define enterprise goals and objective.**
- **Proficient across various deliverables like user stories, test cases, test summary report, sign offs, enterprise releases, deployment plan, run books and e-mail communications.**
- **Ensured the deliverables on time.**
- **Active involvement during discovery, design, evolve, test, go-live and hyper care phases of the project.**
- **Co-ordination with external vendors and teams during deployments and defects in non-production and production environments.**
- Involved in complete life cycle of SDLC.
- **Present the weekly and monthly status reports of the operations and delivery works in TOOLKIT to the relevant stakeholders in Telstra.**
- **Onshore primary business contact for the entire application in Production & non-production environments.**
- Active participation during deployment nights on the standard operations and enhancement releases respectively.

2. Project: Work Force Management (WFM) AIMS
Client: Australia's leading Telecom Service Provider
Designation: Senior Systems Engineer
Role: Technical Business Analyst
Organization: Infosys Ltd.
Location: Melbourne

Description: Australia's principal telecommunications company and a telecommunications product and service leader in the Asia Pacific region, employing approximately 50,000 staff in number. AIMS is a work management system for Telstra's Activation and Network Operations Units, which operates in an integrated way with other Telstra core systems. The basic function of AIMS work force management system is to assist in pro-actively managing the assignment and clearance of work that comes into Operational Centers, to achieve high levels of customer service. Service activation group and Retail group send their exchange-related activities to AIMS application for completion.

My role was to be the onshore primary BA for AIMS application, which went through multiple high severity issues and interfacing applications' upgrade issues.

Environment: UNIX, IBM Messaging Queue and Oracle RDBMS.

Achievements / Key Skills exhibited in this project:

- Client / Stakeholder Exposure
- Direct experience on priority 1 & 2 set of issues
- Monthly status reports and presentation to clients
- WAR Room Meetings and handle systems effectively.
- QLM (defects wing) and defect tracker
- Collaboration with interfacing teams, technical teams, and vendors whenever necessary.

Responsibilities:

- Executed and implemented multiple RDBMS to extract data from Oracle database.
- **Coordination with external vendors for deployments and defects in non-production and production environments.**
- **Good understanding and implementation of functional and technical design.**
- **Client meetings: Present the weekly and monthly status reports of the DevOps work in AIMS to the relevant stakeholders in Telstra.**
- **Onshore primary contact for the entire application in production & non-production environments.**
- Deliver the operations on time and ensure the SLA for different set of incidents is never missed.
- Deployed many arduous fixes into production and was an active member to drive the issues in AIMS with a quick turnaround time.
- Timely interaction with business users.
- Defect tracking (lifecycle of defect) through HPQC.
- **Experience in WAR rooms.**

3. **Project:** Payphones Activity Reporting Compliance System (PARCS)

Client: Australia's leading Telecom Service Provider

Designation: Senior Systems Engineer

Role: Development / Communications

Organization: Infosys Ltd.

Location: Hyderabad

Description: PARCS is a web application used to track and maintain its Payphones across Australia.

Environment: Oracle APEX, Oracle RDBMS, and Oracle BI Publisher.

Achievements / Key Skills exhibited in this project:

- Oracle Apex
- Domain / Functional Knowledge
- E-mail Communications

Roles and Responsibilities:

- Understanding customer requirements/specifications.
- Involved in Design, Coding, Testing & Deployment in Oracle APEX.
- Involved in writing Stored Procedures, Functions in Oracle RDBMS.
- Designed web pages and client-side validations using HTML and JavaScript.
- Client interactions through audio & video conference.
- **Presented the weekly and monthly status reports of the operations and delivery work in PARCS to the relevant stakeholders in Telstra.**
- **Active participation during deployments on the standard maintenance and enhancement releases respectively.**
- Create and publish test cases and test summary reports.

4. **Project:** Fastpath (current)

Client: Australia's leading Telecom Service Provider

Designation: Technology Analyst

Role: Technical Business Analyst with Scrum

Organization: Infosys Ltd.

Location: Melbourne, Hyderabad

Description: Fastpath is a set of applications split across multiple portfolios in Telstra like Order Management, Corporate, Enterprise, Billing, Ticketing and Wholesale etc. This is operated with a DevOps team at Infosys.

Environment: Microsoft .Net, Windows 2000/2003/2012 servers, Oracle, and SQL databases, Oracle BI Publisher.

Achievements / Key Skills exhibited in this project:

- **Strong Analytical Skills.**
- **Agile (Scrum) based DevOps model & JIRA.**
- **Ability to build consensus.**
- End to End Consulting offering Requirements Gathering, Analysis & Solution Design till hyper care support.

- Optimization and prioritization activities besides cost, resource, and project estimates.
- **Liaise with Product Owner and stakeholders to prioritize the user stories in the sprint besides organizing sprint review & retrospective meetings.**
- **Delivery of projects by taking accountability right from requirements phase till deployment along with post deployment support.**
- Overall management of delivery, operations, and business analysis.
- **Prepare estimates, reviews, resource management and business value articulations.**
- Create and maintain defect register wherever applicable.
- **Prepare user stories, use cases, UML diagrams using tools like Visio.**
- **Articulate business requirements into user defined stories.**

Responsibilities:

- **Daily interaction with business users & stakeholders as I was the onshore SPOC.**
- **Gather new requirements, work on the detailed design, and pass on to the team members to track the project till deployment.**
- Understanding customer requirements/specifications.
- Involved in complete life cycle of SDLC.
- End to end experience on Waterfall and Agile methodologies.
- Involved in writing Stored Procedures, Functions in Oracle RDBMS.
- Developed reports / stats using Oracle BI Publisher.
- **E2E solution design and build. In addition, ability to choose the optimized solutions when required.**
- **Presented the weekly and monthly status reports of the operations and delivery work in Fastpath to the relevant stakeholders in the organization.**
- Active participation during deployment nights on maintenance & enhancement releases respectively.
- Prepare and execute timely test cases and publish Test Summary Report.
- Release and change management.
- Currently working in Agile based Scrum model.
- **Effective use of JIRA, Scrum and Kanban.**
- **Organize daily stand ups, scrum meetings and sprint retrospectives along with the product owner.**
- **Interactions with Business users, Product Owner, Scrum Master and the develop teams during backlog grooming and always be a handy member available all the time for everyone.**
- **Automated few manual processes that reduced the time and efforts of support team members & also reduced the incoming incident counts.**
- Working on end to end development projects including web services, batch interfaces, DTS packages, OKAPI & APIGEE.
- **Active participant in Application Life Cycle Management (ALM) including multiple application decommission activities.**