**SANDEEP THIMMAPPA**

Technical Business Analyst

E-mail: sandept91@gmail.com

Phone: +91 7483400490

SUMMARY

Over 6.8 years of Technical Business Analysis experience in the IT industry with focus on Manufacturing and CRM domains; expertise in full software life-cycle implementation, upgrades, production support, rollout & enhancement from business analysis, testing, cut-over & migration, go-live assistance till post implementation support. Technical and business experience of requirements elicitation, requirements analysis, requirements documentation and stakeholder management. Demonstrated success at coordinating cross functional teams to achieve goals within a defined budget and schedule.

Proven track record of analysis huge volume of data to gain business insights using python, pandas, SQL and Excel.

HIGHLIGHTS

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| --- | --- | --- |
| * Requirements Gathering & Analysis | * Documentation/Communication | * Stakeholder Management |
| * Agile/Scrum methodologies | * Change Management | * SQL/Excel |

WORK EXPERIENCE

**Tech Mahindra,Bengaluru/ Gothenburg** *December 2013 - Till date*

Underwent ‘Entry Level Trainee Programmer’ training from Dec 2013- Aug 2014 in Tech Mahindra, India.

Below are the project details after completion of training.

**Project**: New Car Locator (NCL)/ Kompass and Kompass Extension

**Client:** Volvo Car Corporation

**Role**: Technical Business Analyst

New car Locator is the application used by Volvo Car Corporation. It allows dealers to sell stock cars which is already manufactured and delivered to dealers.

Kompass is a customer relationship management (CRM) system used by dealers all over the world in order to sell Volvo cars. This is an external tool which integrates multiple Volvo cars applications using web services.

* Responsible for **eliciting**, analysing and documenting requirements. Good at facilitating, planning and managing **workshops and activities**.
* Create business requirement documents, functional specs, work flow diagrams, **use cases**, business process model, UML, data modelling requirements, and **acceptance criteria**.
* Interacted with Software development team and Business users as a liaison in helping developers to understand the business requirements, Functional requirements **BRD**, **FRD** thereby ensuring the proposed applications complies with the business specifications.
* Involving in **functional** (automating test scripts using Selenium IDE/Web driver) and **technical** (web service test using SOAP UI/Postman) **testing**. Experience in APIs and data formats such as XML,XSD and JSON.
* Coordinating user acceptance testing (**UAT**) and partnering with the business to ensure the final solution met their requirements.
* Extensive experience of functional/web service testing throughout the testing life cycle – **test plan** creation, **test case** development/review/execution, defect logging/reporting and requirements traceability matrix (**RTM**).
* Developed, and successfully **negotiated**, the **approval and sign-offs** of multiple high level functional, non-functional, and content requirements documents.
* Strong relationship building and management skills with demonstrated ability to create and maintain a **network** of **stakeholders**, internally and externally
* Knowledge of **exploratory data analysis** using **Python**, **SQL**, **Excel** and knowledge of visualization using **Seaborn**, **Matplotlib** and **Power BI**.
* Continuously analyze operational process to find and implement new efficiencies that can be implemented in the **CRM platform**
* Experience developing new **training initiatives** for internal and external clients on new changes.
* Experience working with **finance** systems (**Santander bank**) in UK and Germany.
* Strong understanding of **SDLC** methodologies (**Agile, Scrum, Waterfall**).
* Provides operations **support** and **maintenance.**
* Strong understanding of **ITIL** Service Management best practices with an emphasis on **Incident (SLA)**, Problem **(RCA)**, **Change** and **Release** Management. Experience in driving **WAR** room during production release/issues.
* Knowledge of numerous supporting **Agile techniques** (e.g. User Stories, Burndown charts, Retrospectives formats).

**Project:** Consumer Commercial Digital Products (CCDP)

**Client:** Volvo Car Corporation

**Role**: Data Analyst

Working for applications VBS (Volvo Buying Service) and SPI (Service Price indicator).

VBS application is used by Volvo Car Corporation. It allows customers to configure new cars as per their requirement.

The purpose of SPI (Service Price Indicator) to offer end customers the possibility to get a price indication for doing service on their car at a Volvo Car Dealer workshop.

* Analysis/deep dive into the available **datasets** and generate callouts with actionable business insights.
* **Create**/maintain reports and **dashboards** for tracking business metrics and **performance**
* Knowledge of **exploratory data analysis** using **Python**, **SQL**, **Excel** and knowledge of visualization using **Seaborn, Matplotlib** and **PowerBI**.
* Worked on **data cleaning** and ensured data quality, consistency, integrity using **Pandas**, Numpy.
* **Extract** lead/opportunity information from **different sources** and perform analysis as per the requirement to gain insights.
* Identification of **potential leads** and missing opportunities (Increase of customer base by **10-15%**).
* Lead Customer and Prospect analytics. Scale lead generation across markets, manage **CRM data**, MEASURE impacts of marketing **campaigns** and influence behaviours.
* Actively involved in **data extraction, data cleaning** and data visualization with large data sets of structured and unstructured data from multiple data sources.
* Manage **ad-hoc requests** from senior management to ensure timely and accurate responses
* Designed and developed **Power BI graphical** and visualization solutions, interactive dashboards with business requirement documents.
* Extensively worked on Python 3.7 for data analysis and manipulation.
* Provides operations **support** and **maintenance**.
* Worked closely with the engineering and business team using **scrum/agile/DevOps** methodology

RECOGNITIONS

**Tech Mahindra/Volvo Cars**

* ‘Letter of Appreciation (LOA)’ twice during the Training
* ‘Pat on Back (POB)’ for my contribution to NCL and Kompass projects
* ‘Pat on Back (POB)’ for my contribution to Kompass project
* Customer appreciation for my work towards Kompass application
* ‘Best team award’ for NCL release
* ‘ACE Award’ for 2017-18, 2018- 19 & 2019-20 for exceptional performance

EDUCATION

**Dr. Ambedkar Institute Of Technology, Bengaluru**

**Bachelor of Engineering, EEE**

May 2009 – June 2013

Visvesvaraya Technological University

SKILLS

* Methodologies: Agile, Scrum, Waterfall
* Language/Libraries: Python, NumPy, Pandas, SQL
* Web: XML, JSON, XSD
* Database: MSSQL, PostgreSQL(Advanced)
* Automation Tools: Selenium WebDriver, Selenium IDE
* Visualization: Python (Seaborn, matplotlib), Jupyter Notebook, Power BI
* API Testing: SOAP and Rest using SOAP UI, Postman
* Others: MS Office Suite, Visio, Azure Devops, Jira, Confluence, SharePoint, Service-Now, Fiddler, ReQtest, Snagit
* Soft Skills: Excellent written and verbal communication skills, presentation and negotiation skills.

COURSES/CERTIFICATIONS

* Python 3 bootcamp – Udemy
* Data analysis with Pandas and Python – Udemy
* SQL bootcamp - Udemy
* Certified SAFe 4 DevOps Practitioner - Scaled Agile, Inc.

REFERENCES

Provide on request