**Mani Duggireddy**

**PROFESSIONAL SUMMARY**

• 9 Years of Experience in Client Interaction, requirements gathering, analysis and Working with end clients to define needs and to develop clear business solutions, to gather and analyze quality data to assist management in making informed, high quality decisions.

• Worked on ACI Risk analyst in the payment management, Real time Payment Solution management and Universal online banker and Other People Soft ACI tools, Kornos Workforce Management

• Understand project and/or product business goals and daily tasks.

• Work with the project leadership (Program Manager, Product Manager, Business Analyst and development leads) to ensure that work is prioritized in alignment with business, Track and report team metrics, have good Hands on Experience on Appian, Excellent Communication and Presentation. Able to learn and apply new concepts quickly (e.g. business processes, technologies, etc.)

• Property and Casualty experience

• Worked with global medical devices, SDLC and an Agile methodology

• Experience in various industries including Supply chain and logistics, Banking, Educational institution, Investment banking and pharmacy.

• Worked with Pentaho / Informatica / DataStage or relevant ETL Tools

• Worked with JavaScript / Python / C# / Shell scripting or relevant scripting/programming

• Worked with Windows and Unix platform, SQL server and SISS

• Strong knowledge of the RUP, Agile life cycles.

• Proven track record in delivering results on time and within budget, utilizing formal software development methodologies like Rational Unified Process (RUP)

• Documenting workflows and results of business analysis and obtaining sign-off from client on specifications. Conducted JAD sessions with all the stakeholders and system teams.

• Worked with tools like MS Visio, MS Project, TSA, MS word, Excel, Access and SharePoint.

• Worked on Facets in Claims, and worked with AML tools and SME of AML

• Proficient in defining business requirements. Documentation of the requirements in Industry Standard Business Requirement Document (BRD). KPI´s & Reporting

• Worked on HP ALM and PL/SQL or SQL queries, SDLC and an Agile methodology, Worked on Oracle GL

• Skilled in the implementation of business practices such as Benchmarking, Business Process Re-engineering (BPR), Business Process streamlining, Process optimization, Process mapping, Operations analysis, Supply Chain Management, Resource allocation and utilization

• Created storyboards, wireframes and mockups.

• Worked on Understanding of various Block chain platforms, their differences and applicability for specific scenarios. And was Able to prioritize requirements within Block chain pilots and programmed and Lead the development of roadmap for Block chain adoption in an enterprise

• Worked on different tools of agile like Atlassian Jira/ Jira Agile, Axosoft Ontime Scrum, Lean Kit, Microsoft Visual Studio Team Foundation Server, Telerik TeamPulse, Rally Platform for Agile Lifecycle Management.

• Design, maintain and enhance documents using Doc 1 Designer Document.

• Analytically skilled in drilling down business requirements and development of functional specifications of the software application. Development of the Functional Specifications Document (FSD).

• Project Management responsibilities included but not limited to requirement analysis, Functional specification, interacting with business owners, issues tracking and resolution.

• Worked in Implementation and Go live support environment.

• Experienced in Implementation/upgrade and Support of SAP HR and PeopleSoft HR projects.

• Experienced in Release Management of the software development.

• Experience in project planning studies including Root-cause analysis, Feasibility studies, Gap analysis, Impact analysis, Risk assessment etc.

• Excellent written and verbal communication skills

**PROFESSIONAL EXPERIENCE**

**WellsFargo Minneapolis, Minnesota OCT 2019- Till Date**

**Sr. Business Analyst/ Product Manager/ Risk Analyst**

Wells Fargo & Company is an American multinational financial services company headquartered in San Francisco, California, with central offices throughout the United States. It is the world's fourth-largest bank by market capitalization and the fourth largest bank in the US by total assets.

• Analyze moderately complex business problems to be solved with automated systems

• Act as liaison between business stakeholders and technology groups in order to complete data mapping and technical requirements.

• Managed internal and external relationships core to ACI, internal IT & business stakeholders

• Lead and reported the progress of ACI pre-assessments, Report on Compliance and remediation activities to ensure organization’s compliance. Worked with kornos work force management

• Integrating law enforcement data between governmental entities, like Canada Fintrac, and OFSAAI with Federal Govt.

• Managed a Project for commercial Banking with the following functionality: Customer, conversions, deposits, loans, teller/branch, data warehouse, cold storage, imaging, accounting, general ledger, Digital channels.

• Worked in agile environment with tools like JIRA and KANBAN. Developed UI and UX for the New application

• Worked with multiple Development teams for different developments, worked with Service bow and PeopleSoft ACI for the Development tickets and managing those tickets Worked on SAP tool in P2P

• Worked on International Payment product like Swift Payments MT103, 202 – 1 or more projects in related areas and Nostro Clearing and Settlement. Worked on the Cash Management Systems like ACH- Fedwire, Zelle P2P

• Worked with Foreign Exchange, Core banking system (i.e. Bank-in-a-box) in Oracle GL

• Worked with Pentaho / Informatica / DataStage or relevant ETL Tools with EDW

• Worked with Javascript / Python / C# / Shell scripting or relevant scripting/programming in Oracle GL

• Worked with Windows and Unix platform, SQL server and SISS

• Worked with Accounting with Basic knowledge of accounting in Bank for Account services – DDA/MCA

• Worked with Business Process Analysis and Modeling like Flow charting experience like Visio

• Worked Process oriented and was able to break down into step-by-step flow.

• Complete and maintain formal project documentation throughout project lifecycle including technical requirements, data mapping, UI mockups, workflows and test scripts

**Wells Fargo Minneapolis, Minnesota May 2019- SEPT 2019**

**Sr. Business Analyst/Commercial and Risk IT Analyst/Product Manager**

Wells Fargo & Company is an American multinational financial services company headquartered in San Francisco, California, with central offices throughout the United States. It is the world's fourth-largest bank by market capitalization and the fourth largest bank in the US by total assets.

• Facilitate meetings and communicate effectively across various functions and leadership levels

• Strong follow-up, issue resolution, action item tracking and fulfillment skills

• Perform data mining and analysis

• Draft User Acceptance Test scripts; identify business scenarios based on requirements and document comprehensive scripts for end user’s Strong follow-up, issue resolution, action item tracking and fulfillment skills

• Documented the available list of Global actions and Reasons with info groups and worked with Business to streamline the same.

• Integrating law enforcement data between governmental entities, like Canada Fintrac, and OFSAAI with Federal Govt.

• Lay down the functional specifications and mappings for Interfaces to Providers. Also communicated and managed the testing requirements/protocols with QA team.

• Understand and Adhere to all Corporate Policies to include but not limited to ACI Code of Ethics and Global Information Security.

• Plans, designs and implements methodology, process, procedure and best practice according to ACI’s defined process framework.

• Completed ratio, trend and cash flows analyses and create projections

• Delivered a multidimensional perspective on the investment outlook in an accessible and informative manner

• Analyzed client records and using the data to recommend payment plans

• Conferring with credit associations and references to exchange credit information on clients

• Manages process definition projects. Identifies and monitors the tasks, estimates and milestones required to meet the identified project objectives.

• Facilitated user acceptance testing with pilot testers and business super users.

• Coordinated the Cutover Plan activities based on the transport and deployment plan with Off-shore team for smooth transports across the landscape.

• Created various written and verbal communication including conference calls with business partners and facilitated go-live support training for super users, and end users.

• Development of test cases derived from the Use Case model and ensuring the requirement-test case relationship with traceability matrices for Virtual Accounts management, Actual and Notional Account Pooling and Sweeping

• Actively participate in Process Engineering sessions to understand the scope of work and identify the detailed Business Requirements needed of BPM to create the User Stories for each effort

• Probe to ensure you identify the appropriate entrance and exit criteria for each task in the process

Facilitate peer reviews

• Actively participate in the scrum teams and playbacks and track identified changes to make sure they get completed

• Developed test scripts for UAT and Coordinated automated testing efforts with the Automated Testing Lead

• Lead UAT Testing efforts to make sure each release is tested appropriately and defect free and Supported Implementations and Production Implementation check-out when appropriate

• Build strong relationships with the Business, BPM team, BSC Team, ASM Team and Technology partner

**KForce Tampa, FL Oct 2018- April 2019**

**Senior Business Analyst/Security and Vendor management Analyst**

Kforce is an award-winning professional staffing and solutions firm that provides strategic partnership in the areas of Technology and Finance & Accounting services. Kforce consistently ranks in the top five U.S. search firms. In fact, Kforce is one of Forbes’ Top 5 Search Firms across the U.S., a title wear with pride

• Lead, mentor, train and oversee all activities of assigned team members.

• Assist in grooming the product backlog, partnering with the Program Owners and stakeholders in developing the product vision and roadmaps.

• Write user stories, develop acceptance criteria, create user acceptance test (UAT) cases, and conduct UAT, accepting or rejecting work results based on testing and defect identification.

• Participate in and consult on information technology projects and initiatives, including daily Agile stand ups and recurring Agile ceremonies; may lead large initiatives. Worked with JIRA

• Lead sessions with Agile and technical team members to identify and resolve missing business and functional requirements in JIRA and Microsoft visual studio

• Participate in the development of analyst practices and methodologies.

• Worked with Microsoft teams and PeopleSoft/ServiceNow for the Development of new UI/UX in Agile SDLC

• Provide analysis leadership on business operations and complex systems and projects, often across assigned products, to understand strengths and weaknesses, support identification of automation and process improvement opportunities.

• Document and maintain functional requirements, partner with the Enterprise Architect to document and maintain process and data flow and monitor documentation standards and best practice.

• Analyzed current business processes and demonstrate process and functional solutions to data and process issues.

• Provided expertise using multiple ETL products namely COG

NOS DATA MANAGER, INFORMATICA, DATA STAGE, etc. and any other ETL and Modeling software

• Prepares for and facilitates elicitation of requirements using various methods.

• Evaluate functionality and design of existing and proposed applications and systems to judge effectiveness, reliability, performance, usage, maintainability, and cost of ownership.

• Coach and train users on application and system functionality, contributing to user guides, reference manuals, and training materials as appropriate.

• Ensure the integrity of assigned applications and systems through a disciplined approach to data management, process, and security.

• Support periodic, critical project and business processing efforts; some non-standard hours may apply.

• Generate standard and ad hoc reports, assist with audits, resolve data issues, and support general research needs to support business decisions and operations.

• Commitment and adherence to Firms Core Values.

**WellCare Group Tampa, FL May 2018- Aug 2018**

**Senior Business Analyst/ Product Analyst**

Headquartered in Tampa, Fla., WellCare Health Plans, Inc. (NYSE: WCG) focuses exclusively on providing government-sponsored managed care services, primarily through Medicaid, Medicare Advantage and Medicare Prescription Drug Plans, to families, children, seniors and individuals with complex medical needs. The company served approximately 4.4 million members nationwide

• Worked on Test Data Management, on creating the implementation methodologies, Business requirement documents Worked on HP ALM and PL/SQL or SQL queries, User Acceptance Test Analyst will support a CRM Order Management Product suite, Oracle Hyperion Solutions

• Worked on Blockchain with Vendor Analysis and engaging the status meeting with SME’s and financial teams. Understanding of Block chain fundamentals, decentralized applications, ideally should have been part of Block chain Projects/Pilots. Conceptualized Block chain solutions for given business problems. Documentation of high-level requirements, business case, use cases, project charter etc.

• Worked Test Data Management process, working with UAT/Systems testing, and worked with Interfaces with business team member to represent both the business and technical team perspective working with data management, data analysis, data cleansing, data masking, or any sort of data warehousing

• Worked on Develops ad-hoc reports to conduct data analysis and validation. And with the development team to clarify business needs and translate requirements to system specifications

• Researches methodologies and conducts metric reporting.

• Provided the direction and oversight to design, develop, deploy and sustain solutions that meet applicable business requirements

• Mine data out of FACETS in order to identify trends throughout the Claims department

• Perform analysis of all claims data in order to provide decision support to Claims management team

• Represents the Claims department in project meetings and other meetings that require subject matter knowledge and input

• Developed Validation Plans and Change Controls for Labware LIMS (Laboratory Information Management System)

• Developed Validation testing strategy in accordance with client’s policy and procedures

• Worked closely with System Manager, Quality Assurance and Business Process Owners to effectively and efficiently implement LIMS projects

• Assisted with understanding the business requirements, analyze and suggest technical solution for LIMS projects

• Worked closely with other validation team members to ensure system impact is assessed and mitigation strategy is in place for multiple sites using LIMS application

• Created, reviewed & approved CSV deliverables such as, User/Functional Specification, Design specification, IQ/OQ/PQ qualifications for LIMS projects

• Design and develop simple to highly complex ETL packages to meet the goals of the Student Data Governance Committee

• Interact and effectively communicate with the technology team and the data experts to collect and understand requirements

• Worked on Labware/LIMS to create a dashboard reports and to create workflows, worked on GMP labs to monitor the test results and maintain Samplings for the new research

• Produce metrics, alerts, reports, and dashboards for UME administration, faculty and staff enabling them to gain insight into student success and take appropriate actions

• Worked with the UAT System testing and the Helped the QA with the Test scenario

• Worked on Agile and Waterfall methods

• Analyzes trends to recommend process and/or operational improvements.

• Prepare detail and summary level reports including written interpretation of analytic results.

• Presents results to management. including data-driven business recommendations and alternatives.

• Evaluates financial impact of implemented initiatives.

• Performs other duties as assigned

• Responsible for resolving issues and mitigating risks, escalating issues/risks when appropriate

• Worked on Agile on Jira and Microsoft Projects

• Identifies and recommends operational improvement opportunities through reporting

• Process and trend analysis.

• Run SQL queries if needed and reporting, dashboards, KPIs, data consolidation, data mapping, master data, data quality, Sharepoint-2010

• Work with BRDs, release managers, developers and QA teams.

• Participate in testing including UAT testing and defect resolution

• Develops ad-hoc reports for data analysis to support initiatives.

• Interacts with Management to recommend next-level operational strategies.

**CITI Group Tampa, FL Feb 2017 – May 2018**

**Senior Business Analyst/ product Owner/ Project Manager**

Citi works tirelessly to provide consumers, corporations, governments and institutions with a broad range of financial services and products. We strive to create the best outcomes for our clients and customers with financial ingenuity that leads to solutions that are simple, creative and responsible.

• Worked on RPA Project, on creating the implementation methodologies, Business requirement documents, MD50’s for the NAM, GB and Risk management and Worked on HP ALM and PL/SQL or SQL queries, User Acceptance Test Analyst will support a CRM Order Management Product suite and KPI´s & Reporting Worked with Jira, And Rally Platforms for Agile Lifecycle Management. direction and oversight to design, develop, deploy and sustain solutions that meet applicable business requirements, resolving issues and mitigating risks, escalating issues/risks when appropriate in SAP P2P

• Planed, designed, developed and facilitated the development, implementation and continuous improvement of ACI’s methodologies, processes and procedures. Work across organizational boundaries to ensure process consistency and adoption.

• Evaluating the financial status of clients by producing financial ratios through computer programs

Filling out loan applications and including the credit analysis and loan request summaries, then submitting these loan applications to loan committees for their approval

• Worked on ACI’s Retail Payments, Real-time Payments, Merchant Payments, Payments Intelligence, Digital Channels, Bill Payment in SAP P2P

• Worked with business team member to represent both the business and technical team perspective,

• Worked with the development team to clarify business needs and translate requirements to system specifications

• Worked on UAT Test Scripts, Created the Specs for the UAT testing, and I was also the part of testing

• Worked on Understanding of various Block chain platforms, their differences and applicability for specific scenarios. And was Able to prioritize requirements within Block chain pilots and programmed and Lead the development of roadmap for Block chain adoption in an enterprise. And worked with technical knowledge, creativity and company practices and priorities to obtain solutions to complex problems

• Worked on Agile methodology with the tools like JIRA, RUP

• Worked on IOT, we were the lead in this project, worked on creating the project chatter, POC, engaging and researching the vendors, vendor management, Vendor Analysis and creating intensive project reports BRD’s and engaging the status meeting with SME’s and financial teams.in Supply chain and in P2P SAP

• Worked on Blockchain, I was the lead in this project, Responsible for creating Business Process Modeling and Work Flow Diagrams. Used Scrum Work Pro and Microsoft Office software to perform required job functions, creating intensive project reports BRD’s and worked on creating the project, chatter, POC, engaging and researching the vendors, vendor management, Vendor Analysis and engaging the status meeting with SME’s and financial teams. Understanding of Block chain fundamentals, decentralized applications, ideally should have been part of Block chain Projects/Pilots. Conceptualized Block chain solutions for given business problems. Oracle Hyperion Solutions Documentation of high-level requirements, business case, use cases, project charter, Sharepoint-2010 etc.

• Working on Case Management was leading this project right now, we have researched and analyzed the around 15 vendors, we was point of contact between SME’s and the senior management, we have created the BRD, RFI, RFP, RFD and IFRS/CECL Project chatter and Vendor Recommendations Deck

• Working on ESC Portal, we were Doing the vendor Analysis and Vendor Management, presently, working in JIRA, working with SME’s, Design studios and the development Teams.

• Working on S2P Digitalization, in this project we were working with the Procure to Pay(P2P), we have enabled the Oracle Pay on Receipts functionality, Working with SME’s and Cross Functional team.

• Working on Global account Ownership project, With Complete P2P and S2C day to day life cycle

**Baylor College of Medicine, Houston Mar 2015 – Dec 2016**

**Business Analyst/ Claims Analyst**

Baylor College of Medicine in Houston is recognized as a premier academic health science center and is known for excellence in education, and research. As a Senior Business Analyst worked on creating BRD’s for conversions, interfaces and reporting.

Responsibilities:

• Facilitated the Customer in defining the high-level Functional Requirements and needs.

• Involved in the meeting with Business Process Owners, SME (Subject Matter Experts) and Marketing Team for Requirement gathering in Definition Stage.

• Gathered requirements, developed process models, and modified the business requirement document.

• Worked for OTA process environment

• Responsible for documentation includes User and Functional Requirements Specifications, System Design Specifications, Requirements Traceability Matrices, Operational Qualification test cases, Process Qualification test cases and system training materials.

• Responsible for managing system documentation review, storage, versioning and signature collection.

• Interacted with end users to gather business requirements and information and transcribe them into validation requirements.

• Responsible for analyzing different use cases and developing requirements.

• Managed the creation of and/or updates to system documentation in accordance with regulatory requirements for all functional objects, scripts created such that systems maintain their regulated status.

• Worked closely with corporate ACI QA and corporate Quality and Compliance representatives, maintaining the documents according to corporate SOPs.

• Worked with Cyberlife and knowledge on Various Modules of Cyberlife

• Works on Facets in Claims, SDLC and an Agile methodology

• Worked with the ERP retail environment, SDLC and an Agile methodology

• Worked on conversions and creating data index.

• Development of test cases derived from the Use Case model and ensuring the requirement-test case relationship with traceability matrices

• Creation of the User Acceptance Testing (UAT), test data and facilitation through the UAT process. Administering defect logs and change requests

• Worked on GMP research samplings, created a UI application for the whole testing process, worked on the Labware LIMS for the cost efficiency testing, helped in improving the quality of the testes and compliance

• Tested Adhoc queries to generate various benefits related reports.

• Worked in internal audit and on SOX testing

• Worked with global medical devices, SDLC and an Agile methodology

• Made informed data driven decisions and share these decisions using Qlik sense features.

• Implemented good documentation practices in projects.

• Identify and quantify data issues within Claims Operations and assist in the development of plans to resolve data issues

• Define and develop regular data management processes and ad hoc user requests

• Define and develop the Claims reports and ensure Claims data submitted to regulatory agencies is accurate and timely

• Design and develop Claims testing and techniques for Claims reporting validation

• Conducted Joint Application Development (JAD) sessions to develop architectural solution that application meets the business requirements, resolve open issues, and change requirements.

• Responsible for getting the sign offs from the Business team and Technical Team

• Successfully assisted team in implementing SAP ECC 6.0 ERP system.

• Successfully assisted transitioning from JP Morgan retirement Plan services to Charles Schwab for 401k.

• Facilitate technical requirements gathering sessions with business and technical liaisons to define customizations, interfaces and data conversion requirements.

Environment: SAP HR, HTML, Oracle 8i, SQL plus, MS Project, MS Visio, MS Access, MS Word, MS Excel

**Bank of America, Hyderabad Sept 2012 – Dec 2014**

**Business systems Analyst**

Bank of America is one of the world's largest financial institutions, serving individual consumers, small businesses and large corporations with a full range of banking, investing, asset management and other financial and risk-management products and services.

Worked as a Business analyst in one of the teams working with cash management at Bank of America’s Application Software Engineering department who spend their time identifying requirements and processes from the bank’s line of businesses, which become incorporated into the final design of the application solution

Responsibilities:

• Interacted with stakeholders and end-users to better understand the current Business and IT processes.

• A Detailed QADB is prepared to understand complete process and procedures.

• Assigned tasks among development team monitored and tracked progress of project following agile methodology.

• Responsible for creating Business Process Modeling and Work Flow Diagrams. Used Scrum Work Pro and Microsoft Office software to perform required job functions

• Used Simple maintenance, Detail maintenance to configure the client's hierarchies for organizational structure (company structure and personnel structures), organizational units, jobs, positions, and tasks.

• Maintained Account Assignments, reporting structure, assigned the tasks to positions and integrated all of these into the enterprises organizational plan.

• Maintained the number ranges for organizational units.

• Documented and coordinated changes effectively and prepared documentation for business presentations.

• Documented the available list of Global actions and Reasons with info groups and worked with Business to streamline the same.

• Lay down the functional specifications and mappings for Interfaces to Providers. Also communicated and managed the testing requirements/protocols with QA team.

• Facilitated user acceptance testing with pilot testers and business super users.

• Coordinated the Cutover Plan activities based on the transport and deployment plan with Off-shore team for smooth transports across the landscape.

• Created various written and verbal communication including conference calls with business partners and facilitated go-live support training for super users, and end users.

• Designed user training documentation and mentored business users with new process developments made in the system.

• Functioned as the liaison between the business line, operations, and the technical areas throughout the project cycle.

• Collaborated with resources to ensure all system design requirements adequately reflect the defined business processes and fully support all components of the functional business requirements.

Environment: Windows 2000 Server, HTML, Oracle 8i, SQL plus, Netscape 4.6, IBM Rational Clear Case 2000, Pitney Bowes Doc 1 Designer, XML, Rational Requisite Pro, MS Project, MS Visio, Rational Team test 2000, MS Access, Peoplesoft version 8.3

**EDUCATION**

University of South Florida 2016

• Master’s in information systems

JTNU 2012

• Bachelor’s in information systems