

BHANDHAVYA CHOLLETI

BUSINESS ANALYST

CONTACT

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Email-

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SKILLS

Advanced Excel

Tableau

SQL

Power BI

Data Modelling Tools

UML and Use cases

Salesforce Lightning

Microsoft Office

Requirement Analysis

Writing User stories

Business Process Mapping

Data Analysis Using Python

Technical Documentation

CAREER OBJECTIVE AND OVERVIEW

- Growth Focused, Highly Motivated Professional with more than 4 years of experience in **Business Analysis, Data Validation** and **Client relationship management** by Optimizing Operations, Improving Processes and Delivering Results in Healthcare and E-commerce Domain.
- Experience in Business Analysis with solid understanding of Business Requirements & involved in various **Business Process Validations**. Experience in **Content Management**, People Management, Operations, **Data Validation, Data Analysis** and **Stakeholder Management**.
- More Than 2 Years of Experience in designing the **UML diagrams** and implementing **test plans, test cases and test processes**, significant cost savings and **fault-free audits**.
- Experience in Handling around 10-15 Associates in a Team.
- Experience in Handling Large Set of Data in Multi-Tier Architecture System.
- Analyze and define the functional requirements of the user story and perform **User Acceptance testing**.
- Design and deliver Reporting and Analytic solutions using **Tableau**.
- Experience in Managing the Workforce Staff in Business Critical Issues.
- Experience in Dashboard Development and Reporting using **Tableau, Slemma, Power BI**
- Act as an **SME** in driving the analysis for clients/**business requirements**.
- 1.5 Years of Experience in **Salesforce Lightning and Salesforce CRM**

PROFESIONAL EXPERIENCE

Dell International Services- 2019 to Present

- Interacting and initiating discussions with stakeholders to have seamless customer experiences and reducing the gaps for smooth business flow.
- Insourced key projects of Dell Product Quality Validations and executing them (NPL, AUMT, BR).
- Perform gap analysis through brainstorming sessions and outline the scope of the project.
- Responsible for gathering **User Requirement Analysis** and Work with the development team and provide functional inputs as needed.
- Perform **Functional testing** of tools involved in quality audits and building the test cases for them.

- Perform **User acceptance testing** and give a sign off for the tool to use it in the Day to Day audit activities.
- Work with Operations lead and functional leadership to intake requirements, implement updates/changes with highest quality.
- Part of core client request team to solve customer queries time to time, profiling the projects, which were requested by the clients

I Physician Hub Private Limited- 2016 to 2019

- Working with the development team for implementation and testing of all new functions/features.
- Engage and liaise with the respective stakeholders to identify business, technical, status update and dashboard reporting requirements.
- Responsible for publishing the End Of the Day Quality Reports and weekly dashboards using various tools like Tableau, Power BI.
- Responsible for generating the weekly and daily quality reports using the SQL.
- Preparing presentations for weekly and monthly reviews for quality and productivity of the team.
- Understanding customer problems statements from business perspective and translating them to solve the solutions and enable technical team
- Working with product owners/customers to understand the requirements and documenting them
- Preparing **user stories**, workflow diagrams, flow charts for all end-user **use cases**
- Leading ongoing reviews of **business processes** and developing **optimization strategies**.
- Performing **user acceptance testing** and ensuring that it meets end user requirement.
- Preparing the **user manuals** for all the functionalities and writing the **test cases** and scenarios
- Managing projects, developing project plans, and monitoring performance.
- Generating reports using **SQL** and share with the stakeholders.
- Staying up-to-date on the latest process and IT advancements to automate and modernize systems.
- Conducting meetings and presentations to share ideas and findings.
- Developed metrics derived from raw company data to track improvements in organizational efficiency.
- Identified process inefficiencies through gap analysis and outlined sensible solutions.
- Diminished process gaps and encouraged optimal productivity by closely supervising workflow of claims analysts and mail clerks.

- Documented business processes and analyzed procedures to align with changing business needs.
 - Coordinated with stakeholders to establish favorable business relationships and support mutually beneficial interests.
 - Assessed impact of current business processes on users and stakeholders and evaluated potential areas for improvement.
 - Experience in US Healthcare Domain and wide range of health care management software
 - Knowledge on customer onboarding and database management
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EDUCATION

- Completed Bachelors Of Engineering from CVR College Of Engineering with an aggregate percentage of 59.4%
 - Completed Intermediate from Sri Chaithanya Junior College with an aggregate percentage of 85
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ACCOMPLISHMENTS

Data Analysis Using Python by IBM-
<https://www.coursera.org/account/accomplishments/certificate/826TZKWKWD8G>