Balaraju Puramsetty

Role: Business Analyst – Associate Manager   ·   **Email:** pbalu1279@gmail.com   ·   **Cell phone:** +91-9052949597

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Profile Summary

★ 13+ yrs. of overall IT work experience with Accenture Solutions & Cognizant Technology Solutions and diversified Clients – HSBC, Novartis, CNO, Washington National Insurance Company, Bankers Life & Casualty, USAA, Colonial Penn Life Insurance company and more.

★ 9.5 Years of direct client facing experience as a Business Process Architect & Lead Business Analyst, activities involved - Requirement Elicitation & Analysis, BRS designing, Configuration and Demonstration of product and UAT of Web, Windows and Mobile based applications and Policy administration systems in insurance and Banking, Pharma domains.

★ Onshore Experience in USA (B1 visit multiple times) and 3 years as offshore Lead & Manager BA atclient locations (HSBC & Novartis) in India.

★ 2+ Years of experience in analyzing and Leading E2E delivery of innovative solutions for various clients using NEW IT technologies such as Robotic Process Automation Tools (Automation Anywhere), Machine Learning – NLP.

★ Documented Business Objectives, Business Processes, Functional/Non-Functional requirements, prepared business requirement documents, use cases, user stories, process models, user guides and developed knowledge management frameworks.

★ Experienced Scrum master & product owner (proxy), has deep expertise in writing effective User Stories and Acceptance Criteria using JIRA and activity management using MS Azure DevOps.

★ Expertise in UI designs & Wireframes using AXURE RP Pro Tool.

★ Expertise in creating RFP/Business Cases, POC/POVs, designing test plans and test cases, UAT based on functional requirements using test management tools like MTM, UFT.

★ Excellent hands on experience in handling the defects throughout the bug life cyclefrom detection until resolved with MS TFS – Visual Studio/Jira/UFT.

★ Proficient in all stages of the SDLC and STLC in waterfall, V & Agile Methodologies.

★ Lead with strong analytical, coordination and interpersonal skills.

Skills & Technologies:

Skill	Tools / Framework
SME	Major – Insurance and Financial Services Minor – Banking, Pharma, Travel, Supply & Chain
Business Analysis	ISEB, CCBA, Azure RP Pro, MS Visio, MS Paint, Snipping Tool, Snagit, MS Word, Power Point & Excel
Reporting Tools	IDQ, SharePoint, Excel
Agile Methodology	Jira, MS Azure DevOps
Application Operations	ITIL
Project Planning	Microsoft Project
Estimators	Test Estimations, RPA Project Estimators & Complexity Calculator, AI/ML Project Complexity & Estimations
Testing	Microsoft Test Manager, TFS , Visual Studio , UFT/QC

Data Base	MS SQL Server
Automation Testing	QTP
RPA	Automation Anywhere
Data Analytics	Splunk
Machine Learning	Azure ML
Executive Presentations	MS Power Point

Professional Experience

Accenture Solutions Pvt Limited - 3 Years' Experience:

Client/Company	**Novartis International AG / Accenture**
Domain	**Pharma**
Project	**RCA CoE**
Project Duration	**1 Year (February 2019 – Till date)**
Role	**Business Process Architect – Associate Manager**

Key Roles & Responsibilities:
1. Identify Automation Pipeline - Identify feasible RPA /AI/ML business processes that meet business case targets, top level benefit analysis and Prioritize the process to be automated.
2. Perform Feasibility Analysis - Conduct detailed process assessment & feasibility.
3. Perform Complexity Analysis – Compute complexity of the process.
4. Perform ROI Analysis – Create Business case & Process evaluation Report.
5. Manage E2E Solution delivery of projects in RPA/AI/ML - 5 BOTS , 1 AI/ML project (Content Management)
6. Create Automation Design - User Requirement Specification (URS) document and design solution to build modular Bots be released in sprints & AI Models. Create process information for AS IS and TO BE process maps
7. Write user stories & Acceptance Criteria for each process and manage them in Jira.
8. Coordinate with Developers and business teams and align them on the project deliverables.
9. Perform User acceptance testing along with SMEs.
10. Participate in Agile ceremonies – Sprint planning meeting Daily stand up calls, sprint retrospective meeting along with product owner.
11. Create all necessary documents for core GXP process related BOTS.
12. Create & Manage BOT profiles.
13. Decode Patterns, create Data Mappings for NLP (NLU, NLG) projects.
14. Assess Training Data requirements for AL /ML projects.
15. Projects Activity Management in Azure DevOps.

Client/Company	**HSBC / Accenture**
Domain	**Banking Industry**
Project	**GPA – Group Programming Automation**
Project Duration	**1 year (January 2018 - January 2019)**
Roles	**Business Analyst – Associate Manager**

Key Roles & Responsibilities:

1. Managing and delivering the components of business engagements that identify, design and implement technology and creating RPA solutions for the organization
2. Identifying the scope of Blue Prism involvement for the project
3. Conducting IPA (Initial Process Analysis) and documenting
4. Creating and documenting the PDD (Process Definition Document) and it contains information on the

As-is process flow
5. Facilitation and translation of requirement definition, development review, and User acceptance testing and implementation stages of system development.
6. Perform data analysis to support evaluation of system defects or to develop requirements for new functionality; triage and troubleshoot complex user-reported system defects; assist in various system troubleshooting and balancing and correction efforts including analysis, verification, and validation of issues and fixes.
7. Assist the Project/Program Manager in running the change management process
8. Lead Testing deliverables during Project Releases /MR in coordination with onshore.
9. Draft Business Cases for Application Operations (Data Analytics, Cognitive & RPA Tools)
10. Create high quality decks for operations for leadership & client.
11. Lead Active Batch Job Handbook and Operational Requirements initiative.
12. Perform User acceptance testing along with SMEs.
13. Create all necessary documents related to the process.

Client/Company	ALIP / Accenture
Domain	Insurance
Project	Accenture Life Insurance Platform
Location	Accenture – Mumbai (India)
Project Duration	11 Months. (February 2017 - January 2018)
Role	Associate Manager - Business Analyst, Product Configurator & Test Engineer

Key Roles & Responsibilities:

1. Product Configuration –
Define Product Structure, Attributes, Features, and Transactions and introduced few custom functions, and Matrices to retrieve the values as per the client requirement needs. As a product configurator, my role is to configure and maintaining products within the system and work with Marketing and Actuarial teams. Created variations of existing products and/or new transactions and features of existing products. After the product configuration in the system, tested and validated the configured products using Product Testing Workbench

2. Business Analyst & Test Engineer –
    a. Functioned as the primary liaison between the business line, operations, and the technical areas throughout the project cycle.
    b. Worked in Agile development methodology.
    c. Walking the development team through user stories during grooming and planning meetings.
    d. Participated and contributed in daily scrums, Sprint meeting and Sprint review meetings.
    e. Was responsible for tracking the Requirement in HP QC.
    f. Executed SQL queries for Data analysis, completeness and accuracy.
    g. Conducted monthly application review meetings with the operations groups to understand better the impact.
    h. Preparation of Weekly Status Reports
    i. Providing the project updates to Management
    j. Created effective Use cases and Integrated High level Use case Scenarios in the Project and identification of Basic/Alternative flows.
    k. Involved in the UAT for the application process.
    l. Participated in User manuals and other product related documentation.

Client/Company	ELI India
Domain	Insurance
Project	FAST
Location	USA & Hyderabad, India
Project Duration	03 Months (October 2016 - January 2017)
Role	Senior Business Analyst

Key Roles & Responsibilities:

1. Onsite Portfolio Lead for FAST policy administration system.
2. Create KT documentation & Business process documents.
3. Carry out requirements development process through the elicitation, analysis, specification and verification of multiple levels of requirements from an end-to-end perspective for BAUs tickets and projects.
4. Providing weekly status reports on BAU, Projects & Asset creation activities.
5. Creating project plans for BAU & Asset creation activities using MSPS.
6. Creating test strategy & plan for Projects/ BAUs.
7. Allocation of test cases & other asset creation tasks to team members.
8. Monitor BAU work, Asset creation activities for the 5 applications Plan and implement within set deadlines for asset creation activities for the 5 applications.
9. Document /Review all requirements specifications, Analyze & identify Issues from early phases.
10. Provide daily status & reports on Functional System Testing & SIT in GCS to all stakeholders.
11. Identify/document Test Conditions and Expected Results Design SIT test cases and scripts to validate functional requirements
12. Execute SIT test cases, Log results and tract defects using ADM process.
13. Working on the test data preparation activities & plan for it.
14. Organize & lead triage calls during ST & SIT phases.
15. Attend weekly Client project meetings.

Cognizant Technology Solutions – 3 Years
CNO Financial Group (Merged with CTS) – 6 Years

Client/Company	WNIC, BLC, and CPL
Domain	Insurance
Project	Lifepro Policy Administration System & Interfaces
Location	CTS & CNO
Project Duration	9 Yrs (October 2007 – February 2013)
Role	Lead Business Analyst

Key Roles & Responsibilities:

1. Actively participated in generating user stories for new features and determining requirements along with Product Owner and technical team.
2. Liaise between business and technical personnel to ensure a mutual understanding of processes and applications.
3. Communicate business requirements by constructing easy-to-understand EPICs and User stories in JIRA, and defining acceptance criteria, in-scope and out-scope, any alternatives and risks.
4. Provide input into developing and modifying systems to meet the requirements and develop business specifications to support these modifications.
5. Conducting grooming sessions, participating in sprint planning, estimation, retrospective meetings.
6. Coordinated and participated in weekly estimation meetings to provide high-level estimates (Story Points) for backlog items.

7. Monitored the development progress throughout each sprint to ensure project was within scope and budget.
8. Identified potential project risk and helped developed a mitigation plan to resolve potential issues.
9. Analyzing the root causes for the gaps in the functional and business requirements
10. Actively conducted and participated in Weekly defect triage calls, weekly calls with stakeholders, Issue Root cause analysis and business impact of same.
11. Actively participated in triaging issues reported from production to Support and Development teams.
12. Perform user acceptance (UAT) to verify the conformance of requirements met.
13. Showcase the quarterly product release to global stakeholders.
14. Worked with PM to track projects' performance against baseline plan.
15. Assist/provide inputs in the product documentation processes.

Education:

University/College	Degree	Year
M.Sc – Acharya Nagarjuna University	Master of Science	2002
MBA – Pondicherry University	Master of Business Administration	2009

Membership - Professional Societies:
o IIBA Member since Feb 2017
o BCS ISEB Member since April 2017
o RPA – Automation Anywhere since Jan 2018.
o Scrum.Org –since Jan 2018

Certifications:
o LOMA (ALMI & AAPA)
o AHM (PAHM)
o CSM (Certified Scrum Master – Scrum.Org)
o ISEB-Business Analysis Certification
o RPA – Automation Anywhere (Business Analyst)

Other Activities:
o Empaneled interviewer for Accenture for lateral & campus drives
o Accenture Green Field Trainer – New Employee Training Program
o Accenture Trainer – Testing /BA Capability/New IT.
o Event Organizer for Projects/Accenture.