



Yatam Venkata Chaitanya

Business analyst and project manager
M.B.A (International Business & Finance), B.Tech
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ROLES

Business Analyst
Project Co-coordinator
Project Management officer
Scrum Master
Presales

EDUCATION

MBA
BIRLA INSTITUTE OF
MANAGEMENT TECHNOLOGY
(BIMTECH), NEW DELHI

Finance and International
Business



April 2016

B. TECH
GIET COLLEGE OF ENGINEERING
(GIET), ANDHRA PRADESH

Electronics and communications
April 2014

TOOLS

R
SQL
Tableau
Redmine
PEGA
Agile Tools- JIRA, RTC

EXPERIENCE

TATA CONSULTANCY SERVICES (TCS) | TOTAL EXP 4.2 + YEARS

- Requirement Gathering
 - Understanding client's nature of business/ domain and Responsible for end to end ownership of the Modules/ Functions
- Documentation
 - Documenting high Level requirements document independently. Translates client business requirements into specific deliverables and determining output operational objectives
 - RFP, SRS, BRS, User stories, Use-cases and User manuals
- Strong business analysis skills covering
 - Requirement gathering, gap analysis, data analysis, functional testing, effort estimation, Risk Analysis.
- PEGA API
 - Developed API request and responses
- Customer Feedback
 - Used customer feedback responses to build proactive and reactive predictive and AI
- Conducting and providing support to SDLC phases
 - User Acceptance Test (UAT), Operational Acceptance Test (OAT) and providing training to all stakeholders.
- Presales
 - Contributing to the pre-sale's effort with solution prioritization and finalization through RFI received from clients. Assess data like customer metrics, competitor information and sales channels to give insights to the Client Acquisition team and Business Users during various phases of project life-cycle
- Scrum Master
 - Aligning Epics/ Features for Program Increment.
 - Tracking stories for each Sprint, Impediments, Retrospective
 - Determine the team velocity and agile facilitation to team
- Project Metrics and MIS reports
 - Responsible for performance Analytics & Dashboard automations
 - Ensuring both customers and internal team fully informed on project status by creating various KPI and metrics.
 - Driving change management through stakeholder management and influence business improvement objectives

PROJECT 1 - EAST AFRICA COMMUNITY

SHIPPING & LOGISTICS DOMAIN |

(JULY 2016 - DEC 2018)

- Implemented Comprehensive Reports Dashboards
- Provided analytical reports based on statistical methods
- Provided Risk analysis based on past data
- Provided solutions to generate more revenue and Identified revenue leakage areas

PROJECT 2- US INSURANCE COMPANY

INSURANCE DOMAIN |

(DEC 2018 TO NOV 2019)

- Implemented Rate integration method
- Analyzed customer's feedback and provided optimum solutions
- Added Few parameters in calculating Insurance premium
- Re-designed quote and Issue Insurance page (Minimalist approach)

PROJECT 3- VERIZON

TELECOMMUNICATION DOMAIN |

(DEC 2019 TO TILL DATE)

- Implemented IVR90 Project- 90% of the customers receives predictive
- Worked on Feedback loop Project- Capture customer responses and offer appropriate services
- Worked on Specialization Routing- Route customer to specific agents based on segmentation
- Worked on healthy and unhealthy disconnects- Provides information about who much Level of efforts a CSR is required to put to retain the customer.
- Worked on PEGA API- Next best Action

INTERNSHIP

• IDFC ASSET MANAGEMENT

APRIL TO JUNE 2015

Analysis on Financial goal of Indian Investors

• GLAXOSMITHKLINE

JAN 2015

Working Capital Management

• AC NIELSEN

OCT 2014

Market Survey

LANGUAGES

English- Read, write, Speak

Hindi- Read, write, Speak

Telugu- Read, write, Speak

ADDRESS

Temporary Address: 302, Shriya SK Wonders, Masjid Banda, Hyderabad
Telengana- 500084

Permanent Address: 5-17-1/A, Venkateswar Nagar, Bommuru,
Rajahmundry, Andhra Pradesh - 533124