

J MAHESH CHANDRA

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Professional Profile

Over 11 plus Years of rich, end-to-end Business Analysis & Analytical solutions and driving Intelligence. Experience in the IT industry along with IT / ERP/ Healthcare and utilities domain knowledge; expertise in full software life-cycle implementation, upgrades, production support, rollout & implementation support. Technical and business knowledge of Compliance functions.

Proficiency in Design Thinking, Analytical Solutions, Data Study, Analysis, experience in documenting User Manuals, Trouble Shooting Documents, Implementation Documents and Training Materials etc. for both project and product-based application software. Gathering user requirements, analyzing and designing software solutions based on the requirements, capable to handle multiple clients across globe i.e. UK, US, Europe and Asia Pacific. Expert understanding of SDLC and Agile processes and different flavored development methodologies like Waterfall, Scrum, Lean and Agile Frameworks and their Principles.

Core Competencies and Achievements

- Client Project Liaison, Customer Service, Operations Analysis.
- Responsibilities include conducting full lifecycle analysis to include requirements, activities & design and developing analysis and reporting capabilities. Monitoring performance and quality control plans to identify improvements. New Product Development, Customer Complaint Resolution, Strategic Initiative Implementation. Experience in designing customized interactive dashboards in Tableau Power BI and Excel.
- Experience in Building various views, Sorting, Grouping, Hierarchy, Aggregate and calculations using Desktop tool such as Excel, Power BI & Tableau.
- Business Opportunity Development, Compliance, Customer Relationship Management, working in coordination with clients for feasibility study, the projects developed in SAS, Excel and Tableau for different level of understanding.

Skills

- Tools: MS Excel (Pivot Tables, Charts, Lookups, etc.) Business Objects and Basic SQL understanding.
- Business Skills: Strong verbal & written communication skills, story-telling through data, Analytical Mindset.
- Business Process Modeling techniques and methods.
- Excellent, effective and authoritative communicator.
- Able to work with conflict and under high pressure, taking ownership of the work and responsibilities. Monitor staffing levels and manage as required.

- Data Interpretation, Presentation and Reporting, Operations research, Management Science, Statistical Analysis, Predictive Analytics & Spreadsheet Analysis.

Professional Experience

e-Pragati Authority

Govt of Andhra Pradesh

Pega Business Architect & Data Analytics

Vijayawada, India

April 2018 - August 2020

- Defining business requirements and reporting them back to stakeholders.
- Creating a detailed business analysis, outlining problems, participate in DCO sessions and capture the requirements and solutions for a business.
- Interpreting data, analyze results using statistical techniques and provide ongoing reports.
- Develop and implement databases, data collection systems, data analytics and other strategies that optimize statistical efficiency and quality using desktop tools such as Excel, Tableau, Power BI & SAS.
- Acquire data from primary or secondary data sources and maintain databases/data systems. Identify, analyze, and interpret trends or patterns in complex data sets.
- Filter and clean data by reviewing computer reports, printouts, and performance indicators to locate and correct code problems.
- Planning and monitoring, Variance Analysis and Reporting.

Data Glove

Hyderabad, India

Business Analyst (Consultant)

September 2015 - December 2017

- Analyze client's business requirements and processes through document analysis, interviews, workshops and workflow analysis.
- Communicate client's business requirements by constructing easy-to-understand data and process models, engage client to gather software requirements/business rules, and ensure alignment with development teams. Identify and reconcile errors in client data to ensure accurate business requirements, maintain an awareness of business solutions particularly in the area of Microsoft server migration, document management and CRM that support Client mission.
- Lead in designing, specifying and selecting information system solutions, considering functionality, data, security, integration, infrastructure and performance, Lead the organization in exploiting technology and use knowledge of IT solutions to drive organizational change and support business process design.

- Understand and support to software architecture design and support development team in developing solutions, work with the Project Managers and client associates to develop high-level project schedule resource plans for implementation projects and supervise Business Analyst in the capture and analysis of requirements.

Avaya India Private Limited

Hyderabad, India

Service Analyst

May 2014 - August 2015

- Business Analysts to streamline any data issues which involves Unit Testing of all the worksheets
- Generated Dashboards with Quick filters, Parameters and sets to handle views more efficiently.
- Published Workbooks by creating user filters so that only appropriate teams can view it. Analyzed the source data and handled efficiently by modifying the data types.
- Used excel sheet, flat files, CSV files to generated in various tools, assist in coordinating business analyst tasks on information technology projects and provide support to other team members.
- Maintained up-to-date knowledge of all company products, service procedures, and properly assist clients proof based on reports generated via tool Tableau and Excel.

Hewlett Packard

Chennai, India

Relationship Analyst (Request Management ITO)

October 2009 - June 2012

- Customer Relationship Management: Influence with customers and/or internal businesses/end users regarding operational details, solutions, and proposals and becoming a trusted advisor to the customer.
- Provide support for nonstandard or specialized systems including proactive and reactive troubleshooting. Works within strict time scales and elevates incidents within defined time windows.
- Maintain a high level of customer satisfaction by clarifying customer needs and ensuring that we met, participate in customer visits and service reviews, respond to service, product, technical, and customer-relations questions.
- Work with management on project proposals, bids, contracts, estimates, and schedules.
- Responsible to support the origination team with Overall management of risks.
- Timely submission of excess and status reports, ongoing monitoring of special conditions.

- Writing renewal credit applications for expired credit facilities, monitoring of facilities to expire (Liaising with Relationship Managers for necessary information or next course of action).

Hewlett Packard

Chennai, India

Customer Support Executive III

November 2006- October 2009

- Gather, analyze and document financial report requirements and correspond with management to establish functional and non-functional system requirements, performs analyst on server system upgrades, provides business support to executive level management team.
- Coordinated complete upgrade life cycle and liaised with external clients to minimize impact/risk, resulting in increased functionality for upgrading of server documentation.
- Monitor and reports to management any deviation from procedures or policy.
- Oversee and manage multiple concurrent projects, support internal operations and project planning and support existing products and services by acting as an agent for problem and operational issue resolution and managed efficient workflow used in the department plans and prepares correspondence related to the position.

EDUCATION

Osmania University

Hyderabad, India

Bachelor of Commerce in General Computers, June 2006