**Rao. Vutkuru**

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| **Profile** | Six plus years of overall IT industry experience as a Business Analyst. Expertise in full software life-cycle implementation, upgrades, production support, rollout & enhancement from business analysis, testing, cut-over & migration, go-live assistance till post-implementation support. Strong information technology professional skilled in Microsoft SQL, Java Script queries, Data Analysis, Office 365, Project Management, SharePoint Online, JIRA, Team Foundation Server (TFS).  |
| **Expertise Highlights****Professional****Experience** | * Strong Documentation skills including capturing discovery from stakeholder meetings, defining scope, developing process flow diagrams, and solution approaches.
* Expert at writing **Business Requirement Document (BRD)**, creating workflows, creating storyboards, writing **Use Cases**, **Requirement Change Document**.
* Expert in performing **GAP Analysis** between as-is and to-be workflow model.
* Expert understanding of SDLC processes and **Agile** flavored development methodologies **(Waterfall, Scrum, Agile Framework**
* Expert in Document Development Life cycle (DDLC), XML DITA, MSTP and STE.
* Expert in Implementing CRM systems (**Salesforce)**
* Comfortable working with highly customizable salesforce environments, with complex data models and integrations with other systems.
* Experience in doing requirement elicitation using various tools such as **JAD** sessions, user interviews, brainstorming and Prototyping.
* Adept in creating Test Strategies, Test Cases and execution.
* Hands on experience in Functional Testing, Unit Testing, Performance testing, Regression testing and UAT.
* Expert in performing data analysis by extracting data from Teradata SQL assistant.
* Expert in using various analytics software including Alteryx
* Proficient in using tools like **MS Visio, Rational Requisite Pro, confluence, Quality Manager, MS Excel, MS Power Point, SharePoint 2010, JIRA, TFS and Power BI tool** for Requirement Management, Business Modelling and Presentation.
* Expert in creating **Power BI dash boards**, importing data, manipulating data, managing relationships, working with Data Analysis Expressions (DAX), and building visualizations and reports.
* Proficient in languages like **HTML, XML, SQL and JavaScript language (Mongo DB)**.
* Ability to write **complex SQL queries**.

Diamond Electric Manufacturing, Farmington Hills, Mi, 08/2020- present Role: Business Analyst **Project Name : Roll out of new e-commerce business line.**Project EC is a rollout of new sales channel using next gen website capabilities which can be used either for Business to Business Applications or Business to Consumer applications. The project started as a pilot in North America and later implemented to parent organization to Japan and other subsidiaries across the globe. The objective of the project is to enable increased type and volume of data, eliminate and reduce human touch, ingest and process data in near real-time & reduce the burden on manufacturing lines to avoid waste of resources.Highlights:* Performed GAP analysis by studying the existing system and preparing the As-Is and To-Be Scenarios.
* Elicited requirements from stakeholders, project team and subject matter experts (SME) through interviews and JAD sessions.
* Extract the data from **Teradata** to analyze and get the insights for better understanding of the issue and proposed solution.
* Used the guidelines and artifacts of Agile SDLC to strategize the implementation in different cycles.
* Followed the UML methodology using MS Visio to develop use cases and activity diagrams for customer enhancement processes.
* Analyzed and documented business requirements, functional requirements and non-functional requirements to determine its completeness for functionality.
* Maintained the Requirements Traceability Matrix (RTM) for efficient requirement gathering and basis for test planning.
* Developed the test plan and test cases based on the functional specifications and executed functional testing.
* Created SQL and Java Script queries to perform testing of the system.
* Conducted customer walkthrough for Use Case and Test Plan approvals.
* Played a critical role in UAT and ensured that all the documents are handed over to the customers for their reference in future.
* Experienced in using JIRA, TFS and Confluence for project management, bug/issue tracking, team collaboration and to track the progress of the project.
* Create dash board using power BI tool to present the project status and progress.
* Used Python to build test chatbots and R to analyze server data logs to predict consumer behavior.
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| **Previous****Experience** | Role: Research Assistant 08/2019 to 05/2020**Project Name : Standardized feedback system for students.**The traditional feedback system for students lacked the personalized feedback and has resulted in confusion and has increased non- productive exchange of e-mail communications between instructors and students. As a part of this project, students are interviewed and their opinion has been considered to create a standardized feedback form throughout the department. Used VBA and macros to create an appealing design.Highlights:* Worked with stakeholders to design, develop and implement solutions that encompass business logic and solutions to mitigate risks and align business with current and future strategic goals and objectives.
* Studied the existing business process and created as-Is workflow to illustrate the existing system and propose possible To-Be solutions
* Elicited requirements from stakeholders, project team and subject matter experts (SME) through interviews and JAD sessions.
* Conducted Qualitative and Quantitative research
* Business Requirements are analyzed according to System specifications to evolve a measurable Plan for the complete group.
* Provided regular and ongoing coaching around objectives and priorities as well as routine and unique business requirements.

HMS Technologies limited, Hyderabad India, 03/2017 to 10/2018Role: Business Analyst Project Name: FPRT (Fleet Performance Reporting Tool)The purpose of the project was to create a user friendly tool that allows user to produce a wide selection of reports and graphs based on variety of pre-defined selects. Tool use Microsoft excel for charting and the data resides on Teradata machine.Highlights:* Gathered Business Requirements. Interacted with the Users, Designers and Developers, Project Manager to get a better understanding of the Business Processes
* Evaluated solutions for business problems/bottlenecks and evaluated alternate methods to increase efficiency and improve control. Analyzed and documented information system requirements and the corresponding impact on business processes.
* Maintained the Requirements Traceability Matrix (RTM) across the deliverables of a project.
* Analyzed business requirements to develop functional and detail design specifications of the application.
* Managed the workflow process using SDLC methodology and Iterations.
* Conducted Joint Requirements Planning (JRP) Sessions as a Facilitator to gather requirements from the group, documenting the objectives, constraints and scope of the system.
* Used the Office Suite extensively which included MS Word, MS Excel, MS Access, MS Project, MS Visio for various documentation and analysis reports.
* Defined project milestones, schedules, monitored progress and updated plans using MS Project.
* Led and conducted Joint Application Development (JAD) sessions and well experienced in interacting with individuals at all levels.
* Consulted with users and resolved problem to meet specific technical and business needs.
* Acted as a liaison between the technical staff and the users (staff and management). Also was responsible for communications between Project Team and other related departments.
* Conducted functional walkthroughs, User Acceptance Testing (UAT) sessions, and supervised the development of User Manuals for customers.
* Conducted Walkthrough with project stakeholders to verify the accuracy of the requirements.
* Analyzed requirements to ensure they are clear, complete, unambiguous, valuable, traceable and reliable.

Role: Business Analyst Project Name: Salesforce Deployment Scope of the work is to migrate to salesforce CRM from an existing CRM to measure and report on project/program action and help needed items. It also offers tracking of corrective and preventive action.Highlights:* Understanding and analyzing Business Solution requirement.
* Analyzing change requests specifications and enhancement specification documents.
* Analyzing requirements for the assigned module from localization perspective.
* Preparing UAT and Functional Test Cases.
* UAT test case execution.
* Test Result analysis based on various reports generated.
* Scrutinizing, logging & monitoring defects in the defect tracking application and retesting the same once they get fixed.
* Providing core domain support to the Technical Team.

VNS technologies Ltd, Hyderabad, India (Jan 2015 – Feb 2017)Role: Business Analyst Project Name: Salesforce ImplementationAs a part of organization plan to move to Salesforce CRM for the first time as a business analyst conducted impact analysis, documented requirements, and designed based on the changes introduced. Analyze process, system, and policy level impacts to quoting and quote-to-order internal or external customers. Coordinate with cross tracks and provide solutions per requirements.Highlights:* Worked with client Change and Adoption team to fully understand Salesforce Sales and Service Cloud business requirements
* Worked in partnership with development resources on business needs
* Defined and created complex CRM reports and dashboards within the Salesforce Sales/Service cloud platform
* Worked in partnership with Adoption team to drive utilization of the tool, including but not limited to Sales Operations.
* Captured all detail and content from discovery and stakeholder meeting in order define scope, create process flow diagrams and solution approaches
* Train client team on how to maintain and change/update reports, dashboards and campaigns
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| **Education** | MBA- Master of Business Administration, Central Michigan University ( Business Administration and Business Analytics).PGDM- Post Graduate Diploma in Management, School of Management Studies.Bachelor of Technology- Engineering, Jawaharlal Nehru Technological University, Hyderabad. |
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