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| Pavan Kumar VATTI |
| Email: pavankumar.vnvs@gmail.com, Mobile: +91-9700611644 |
| Business Analyst |

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| Professional Summary |

* Senior Analyst with more than 13 Years of experience delivering Quality solutions to meet challenging business demands.
* Expertise in preparation of Functional Requirement Specification and Business Flow diagrams.
* Enthusiastic and customer focused in terms of delivery.
* Highly organized, multi-tasking expert and effective communicator.
* Worked on different Domains – Banking, Retail, Insurance, Environmental, and Trading.
* Worked on both Agile-Scrum and Waterfall development models.
* Good Exposure to all stages of the Test (STLC) and development (SDLC) lifecycles.
* Extensive working Experience in CRM applications Salesforce and Microsoft Dynamic 365.
* Experience in leading a team spread across multiple locations.
* Extensive working Experience in different platforms Dot net, SharePoint, Salesforce and Microsoft Dynamic 365.
* Involved in User Acceptance done at Client side.
* Experience in preparation of End user documentation and providing Training to end-users.
* Good knowledge in tools like TFS, Test Manager, JIRA, Open STA, QTP, QC, ANT and Soap UI.
* Experience working on both client-server and web applications.
* Experience in giving Demos and Presentations on the product and applications.
* Involved in Sanity, Functional, System, Regression, Integration, Compatibility and Database Testing
* Involved in Test Planning & Management.
* Reporting Daily Status, Weekly Status and progress to the project teams and Management.

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| Skills/Expertise |
| * Business Analysis
 | * Kickoff and Approval handling
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| * Requirement Gathering & Analysis
 | * Sprint Planning and Backlog maintenance
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| * Requirement elicitation
 | * Delivery and Signoff
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| * Functional specifications and SRS
 | * Business Artifacts
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| * GAP analysis
 | * Demos and Trainings
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| Professional Experience |

* Working with VeriPark Software Pvt. Ltd, Hyderabad as a System Analyst since May 2018.
* Worked with Vertex Offshore Services Pvt. Ltd, Hyderabad from July 2011 to May 2018.
* Worked with Kaktus Info Solutions Pvt. Ltd., Hyderabad from Jan 2008 to July 2011.

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| Responsibilities |

* Gathering the requirements from Business.
* Understanding the Requirements and elicitation.
* Preparing SRS or Adding requirements to Product backlog in TFS.
* Managing Scrum and daily status calls with clients and all stakeholders involved.
* Promptly escalating any issue that may affect the process or delivery.
* Timely action regarding Approvals and Signoffs.
* Coordination with all the teams involved in project.
* Writing UAT Test Cases as Per the end user requirement.
* Review of Test cases and Execution of UAT Test cases.
* Deploying builds and installations of required software/application in different Environments.
* Handling Configurations at the time of deployments.

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| Education |

* Bachelor of Technology (CSE) from JNTU - Hyderabad in the year 2007.
* Intermediate (MPC) from Loyola College - Hyderabad in the year 2003.
* S.S.C from ZPHS - Hyderabad in the year 2001.

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| Achievements |

* Received appreciation from the management for quick understanding on the business in a short span of time.
* Received Appreciation as ‘Star Performer of the Quarter’ award.
* Received Appreciation from the client for following highest number of checklist items for TIE Project.

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| Technical Skills |
| Technologies | : | CRM, Salesforce, Dynamics 365. |
| Data Base | : | SQL Server 2008 |
| Operating Systems | : | Windows (XP, 2000, 7, 10) |
| Repositories  | : | VSS,SVN |
| Performance Tools  | : | Open STA |
| Reporting Tools  | : | Jira |
| Management Tools | : | Team Foundation Server, Microsoft Test Manager, Quality Center(QC), SOAP UI |
| **Product VeriTouch** |
| Clients | : | **Barclays Bank**(Barclaycard), CBQ (**Commercial Bank of Qatar**), **Bangkok Bank** |
| Environment | : | Microsoft Dynamics 365  |

VeriTouch is a vertical solution built on top of Dynamics 365, optimized with industry best practices that enable banks and insurance companies to place customer relationship management at the core of their digital transformation journey. VeriTouch consolidates data from the organization's back-end systems and digital channels. ​​Below are the main modules in the system:

* Next Best Action - It is focused on using sophisticated rules, analytics and algorithms to better predict customer needs and in turn offer more relevant actions and offers leading to improved wallet share and loyalty.
* Customer 360-degree view - The customer’s relationship with organization and the history of interactions through different channels provides a unified front end to enable you to serve to solve and to sell to the customer.
* Cross-sell & up-sell - Product cross-sell and up-sell recommendations based on customer segment, demographics, financials, and product holdings. It automatically suggests products than can be offered to the customer.
* Marketing, Sales & Campaign Management - From prospect management to needs assessment and qualification through to opportunity management, Sales & Prospect Management provides standardized and configurable sales processes that are specific to each product and line of business.
* Service Requests & Complaints Management – It optimizes the service points to capture all the information required for resolution of a request.

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| **Product VeriLoan** |
| Clients | : | SAIB(**Saudi Investment Bank**), KFH(**Kuwait Finance House**) |
| Environment | : | Microsoft Dynamics 365  |

VeriLoan is a vertical solution built on top of Dynamics 365 which extends the effectiveness of Corporate Loan Origination Process and provides context of how to use things such as In Principle Proposal, In Principle Proposal Amendment, New Credit Package, Annual Review, Interim Review, Audited Financial Statement Review, Interim Financial Statement Review, Executive Committee Memo Preparation, Interim Financial Statement (IFS) Reporting, Deferral Memo, Annual Review Extension and Cancellation.

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| **Project1 NPIMS (Non-Performing Inventory Management System)** |
| Client | : | **Procter and Gamble (P&G)** |
| Environment | : | Dot net, Azure  |

Every retail company has products, which may or may not perform well. Performance of a product can be gauged by seeing the projected Demand of that product. If there is a continuous fall seen in projected demand of a product, then we can say that the product is not performing well. NPIMS concentrates on the Non-Performing Products of a company. It helps the company in managing the non-performing products–How poor is its performance, what is the deviation of its performance from the expectation, do we need to produce further to meet the existing demand etc.?

* SAVER – Analyze a product based on Demand and take decision on further production.
* Maximize Inventory Returns – Analyze on how to get more returns on the left-out Inventory.
* Inventory to Cash – Converting the left-out inventory into $(Cash)
* SKU Elimination – Process of removing SKU from the database.

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| **Project2 Proactive Calling Workbench** |
| Client | : | **Clean Harbors** |
| Environment | : | Dot net, WPF  |

Clean Harbors has a large number of customers and there are different services offered to each customer. Services for the customers are scheduled and corresponding service is offered on the scheduled date. During a service schedule the truck carrying the waste would only visit the customer for whom service is scheduled and returns back. Even if there is a customer nearby and even if truck is empty, customer will not be visited until the scheduled date. Proactive Calling Workbench would list the call sheets of customers whose service schedule is approaching and Call Centre people will approach the customers asking their confirmation on the service or cancel or reschedule or pre-pone the service date.

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| **Project3 Trade Information Exchange** |
| Client | **:** | Procter and Gamble (P&G) |
| Environment | **:** | Salesforce.com, Apex, Visual force, JavaScript |

TIE is an application, which handles two primary processes Item creation and Pricing maintenance. The need to digitize these processes was felt because of the need to take corrective measures against Order failures, which was a considerable loss to business. TIE accomplishes this by creating items correctly in Walmart’s item file, maintaining correct pricing and ensuring that items and orders are deployed to Walmart. Thus, the application takes care of propagation of data about a Brand or item to the Walmart system of records and maintains the same so that orders from Walmart do not fail in the Order Management system because of incorrect data like improper codes or pricing mismatch.

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| **Project4 Proquest** |
| Client | : | Proquest |
| Environment | : | Salesforce.com, Apex, Visual force, JavaScript |

Proquest is an Electronic Publisher and Micro firm Publisher. It provides archives of sources such as newspapers, periodicals, dissertations, and aggregated databases of many types. Its content is estimated at 125 billion digital pages. Content is accessed most commonly through library internet gateways, with navigation through such search platforms as Proquest, CSA Illumine, Dialog, Chadwick-Healey, E Library and SIRS. We have customized Customer community and 11 Public Knowledge Base sites using CSS, Visual Force and Apex. These sites provide an access to search the Salesforce Knowledge Articles and Follow the Articles, Create cases, Email Articles etc...

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| **Project5 Facility Asset Management System** |
| Client | : | Clean Harbors |
| Environment | : | Dot net, Sql Server |

The application deals with managing assets to achieve the greatest return and the process of monitoring and maintaining facilities providing the best possible service to users (appropriate for public infrastructure assets). Infrastructure asset management is the combination of management, financial, economic, engineering, and other practices applied to physical assets with the objective of providing the required level of service in the most cost-effective manner. It includes the management of the whole life cycle (design, construction, commissioning, operating, maintaining, repairing, modifying, replacing and decommissioning/disposal) of physical and infrastructure assets.

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| **Project6 Retailer Perception** |
| Client | : | Procter and Gamble (P&G) |
| Environment | : | SharePoint  |

The site will help the usage and drive more user acceptance of the reports across all regions thus enhancing the power of the customer teams to react to Retailer and Market responses to the P&G products and other insights into shopper experience and brand equity. P&G is using a third-party vendor - Advantage Group to capture ‘Retailer Perception’ data based on preferred manufacturer benchmarking study. In this study, the Group sends out a survey with 35-40 questions to various retailers like Walmart, Target, Kroger, and so forth across the globe for P&G and other manufacturers. Based on the data collected, the Group then generates certain reports and shares the same with P&G Global team. P&G requires a central repository to store and review all these reports. The primary objective of this is to provide a one-stop shop where reports can be easily grouped and organized by market/team, and made available to authorized P&G users.

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| **Project7 Policy Management** |
| Client | : | Horizon Central Insurance Services  |
| Environment | : | J2EE, XML, Oracle10g |

Policy Management offers a set of applications designed to help insurance companies efficiently expedite their policies, billing, and claim requirements.

* All the applications sit on top of a common platform.
* All the applications can operate standalone or optionally integrate with each other.
* Policy Center is designed to issue, modify, and maintain data about policies.
* Billing Center is designed to issue & track invoicing, premium payments for policies and commissions.
* Claim Center is designed to manage the process of reporting, verifying, and making payments on claims against a policy.

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| **Project8 Trip Compare** |
| Client | : | Trip Compare (UK)  |
| Environment | : | Asp.net, C#.net, Ajax.net, Java script  |

Tripcompare.co.uk provides the fastest way to compare airline ticket prices, Hotels, Travel, Insurance, Boating holidays, Villas, Cottages, parks from the leading travel websites on the Internet. Simply enter your details and get the result for number of websites across the globe. Trip compare does not have any database; all the dynamic data is provided by the paid web services. If a user book's a holiday using trip compare the site admin will be credited with certain amount.

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| **Project9 HR Management** |
| Client | : | Kaktus |
| Environment | : | C#.net, Asp.net, Ado.net, SQL Server  |

HR Management is a windows based application. It has its own database, which is interconnected to application. It consists of 7 modules which are interrelated to each other.

* Recruitment module stores the information of the candidates attended for interview and generates recruit id.
* Employee module generates employee id to new employees, helps to allocate designation, salary to employees and stores the information of fired employees.
* Masters module helps to create, edit the details of Department, Designation and Platform.
* Attendance module helps to enter, edit the attendance details of the employees and contains the info of number of working days in a month.
* Network module helps to submit the type of problem and its description faced by an employee from HR to network engineer.
* Reports module consists of interview details, attendance details of the employees.
* Settings module helps to create Mail id to new employee, view, update selected id, send mails to employees, and to change theme of the application.