Suswaram SAHITI

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IT Professional - Business Analysis, Project Delivery and Compliance Industry
Experience: IT / Healthcare

P R O F I L E   S U M M A R Y

Overall 3 years of rich, end-to-end Business Analysis and Tech Support experience in the IT and Healthcare Services industries; 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. Technical and business knowledge of Compliance functions - Regulatory Compliance Due Diligence and KYC. Made successful use of the opportunity to become part of vendor management and negotiations. Successfully managed high-profile sensitive and compliance projects.

Excellence in presenting solutions for wide range of healthcare aggregator scenarios like Doc on Call, Med Online, Customer Dashboards & Compliance Audits. Proficiency in working under pressure and challenges in bringing competitive solutions as well as driving the delivery taking the ownership on the solutions designed. Expert understanding of SDLC processes and Agile flavored development methodologies (Waterfall, Scrum, Agile Framework, Principles).

K E Y S K I L L S

IT Software Project Management	Technical Support	Business Analysis
UAT Planning and Management	Business / IT Reporting	Data Integration
Bug Fixing / Maintenance	Customer Relationship Management	Team Management

W O R K E X P E R I E N C E

From Mar'20 with Zoylo Digihealth (Aurobindo Pharma Group), Hyderabad as Business Analyst

Key Result Areas:
- Working directly with product owners and stakeholders to elicit their feedback on customer satisfaction items
- Analyzing existing customer satisfaction functionality requests for providing business-value based recommendations to Product Owners
- Facilitating requirement JADs, root cause analysis and other requirements workshops
- Conducting requirements training sessions and developing best practices for product delivery
- Partnering with Development Leads to identify opportunities for better collaboration and process improvements.
- Analyzed Business Functionality, use cases and interacted with the Business Users and analysts for requirement gathering.
- Performed Business analysis, process analysis, and articulate Business requirements into Functional Requirements.
- Documented business rules / functional requirements to support system enhancements. Attending business requirement elicitation meetings.
- Reviewing the BRD – Business Requirement Document
- Prepare the FSD – Functional Specification Document and review with Business and Technical Teams
- Co-ordinate with UX / UI to develop the required Mock-ups, Prototypes and HTML screens for the development.
- Attend the Scrum calls and review the development.
- Prepare the test cases for UAT and attend UAT along with the business and participate the Triage meetings with PM, Dev, Test, QA and DevOps
- Worked closely with the onshore team to convey Technical and Functional specifications.
- Conduct and organize several technical and non-technical meetings and adding meeting minutes to the Confluence.

Accomplishments:

- Single point of contact between Project Management and IT groups from solution planning, sizing, to fulfillment
- Implemented third party solutions which enabled effective AV solution for Online Appointments and Doc on Call that highlighted potential market for the organization.
- Identified high-performance IT teams to support IT critical projects; utilized local resources and established cost savings.
- Instrumental in additional business from the existing client base providing WoW factor in delivery schedule, updates and suggesting improvements in solutions.

Aug'17 – Mar'20 with Dell, Hyderabad as Technical Support / Business Analyst (under training)

Key Result Areas:

- I have been a front-line agent for two and half years.
- Along with technical support, I have taken several initiatives to upskill my team and myself.
- During my tenure, I have learned the process and maintained my stacks and met all the targets
- Partner with Technical Support Specialists to improve customer experience elements (e.g. correct solutions, consistent procedural adherence, relating skills)
- During this period, I had opportunity to interface with IT development team and acted as a business analyst by converting the end user requirements to a technical language.

As a member in the team below are the initiatives

- Sending end of the day reports.
- Handling team emails in the team member's absence
- Tracking the ownership of team members to ensure cases are actioned on time.
- Sharing my learning and best practices with my teammates
- I worked with Basic Queue team, Dell service providers, Out of warranty, PRQ team apart from the premium support calls, whenever there is heavy volume to that Queue, which helped me explore all the **other** queues

IT SKILL SET

Operating Systems:	Windows Platforms / iOS
Technologies:	Java Scripts, JQuery, AJAX
Database:	MS SQL Server, MySQL and Mongo
Integrations:	Payment Gateway, SMS gateway and other APP Integrations using REST API
Tools:	MS Office, Atlassian JIRA, Confluence and Bit Bucket

EDUCATION

Bachelor of Technology from Anurag Group of Institutions (JNTU) in May 2017 with 80,.7%
Perusing Online MBA from NMIMS

PROFESSIONAL CERTIFICATIONS

- CompTIA A+ Certified
- Achieved Certificate of Merit on "App Development on Android" conducted by COIGN Consultants Pvt. Ltd.
- Attended Connect Program in Infosys on OOPS using JAVA, RDBMS, UI and Web Technologies
- Attended Software Development Fundamentals @ Microsoft.
- Achieved the Diploma in Carnatic Vocal Music.
- Member of Computer Society India (CSI)

PARTICIPATION / SPORTS

- Crowned for "Miss Beautiful Smile" in Miss India Traditional Queen 2016.
- Captain for the college throw ball team and gained many medals and certificates standing 2nd in the D-zone match

PROJECTS

BHEL-Online Consultation Portal

Our proposed system aims to build an environment where various OPD Services Like Doctor Appointment (for serving and retired employees), Scheduling Lab appointment for various Departments and also various Medical Procedures along with ordering Medicines Online. Employees needing doctor help at their home can consult doctors and also Functionality where you can upload prescription it will be converted to order reducing burden on customers. It also consists of a doctors login panel where doctor may login to the system and then see patient requests for consultations.

ICICI Prudential Services

Online Portal has been developed for attaining Medical services for Policy holders where certain features like discounts on medicines, free check up for patients and also discounts for lab tests included in the policy for policy holders. Through this portal any policy holder can schedule doctor Appointment at free of costs. In Addition to above features , Cash back schemes have been included where the amount credits in Zoylo Wallet.

Doc Online

The E consultation system is an end user support and online consultation project. Here we propose a system that connects patients to available doctors for online consultation and also allows doctors to email subscriptions in printable format. This system helps to build an environment where various patients needing doctor help at their home can consult doctors and tell their issues and discuss remedies. It also consists of a doctors login panel for checking patient requests for consultations. The system then schedules those requests and serves them to doctor one after another. This allows doctors to chat with patients and discuss their problems. At the end of consultation the doctor may send them an online subscription in a printable word format so that they may directly print it and get medicines based on that prescription. The system will prove helpful to urgent cases that do not reach hospital, for emergency cases that do not have doctors in area, during late night emergencies and also for preliminary examination of patients.

Fitness Tracker

I have been working on development of In-house application for employees for monitoring and tracking tness-related metrics such as distance walked or run, calorie consumption, and in some cases heartbeat with accurate results. Conversion of Calorie Consumption into reward points is the most exciting feature we have added to this application.

Online Consultation

Another Application developed exclusively for employees within organization for ordering medicines at discounted prices by uploading prescription which in turn converted to Order. Online Doctor Consultation which includes free check ups for various tests , Cashback schemes and other exciting features have been added in this application

PERSONAL DETAILS

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