Megha Reddy

A close up of a logo

Description automatically generated

C: 518-618-2521 | [meghareddy.ba@gmail.com](mailto:meghareddy.ba@gmail.com)

<https://www.linkedin.com/in/m-k-7609834/>

**Summary**

Around 9 years of industry experience in Software Development Life Cycle, Project Management, Business Analysis for large scale software development and replacement initiatives, enabling clients to streamline the business process.

**Skills**

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| * Requirement gathering, change management, analysis, reporting, project coordination and conflict resolution * Work with State Office of Information Technology (OIT) in the integration of Laser fiche (Content Management System) with IMS to vault all the documents and organize it in defined folder structure with automated metadata ensuring that all workflows for the roles are in place * Tracking and managing the requirements using Requirement Traceability Matrix (RTM) * Creating user Requirement specification, Functional Requirement Specification, Business Process Flows, Risk Analysis and Risk Management documents * Capturing functional, nonfunctional requirements, writing epics, and building behavior models using use cases, user experience design, storyboards, user profiles and user stories | * Analyzing requirements and creating use cases, sequences, activity, class and data flow diagrams * Steering grooming, sprint planning, scrum meetings, developing product backlog along with product owners, verifying and validating requirements * Conducting Joint Application developments (JAD), Joint Requirement, Planning sessions (JRP), and Rapid Application Development (RAD) sessions with IT Groups, customer interviews and conflict management with project team members * Strong advocate for data quality within depth understanding and knowledge of data governance principles for analyzing data from multiple source systems |
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**Technical Skills**

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| **Requirements Management Tools** | JIRA, TFS, MS Azure DevOps, Azure Boards |
| **Modeling Tools** | Axure, MS Visio |
| **Utilities** | MS Access, MS Excel, MS Project, Visual Studio Online (VSTS) |
| **Databases** | My SQL, Mainframe- DB2, SQL Server, Oracle |
| **Operating Systems** | Windows, UNIX |
| **Languages** | SQL, Java |
| **BI tools** | IBM COGNOS 10.2.x, Tableau 9.x, Power BI |

**Experience**

**SR Business Analyst-Scrum Master** **08/2018 to Current**

**Alabama Department of Corrections** **AL**

The Alabama Department of Corrections (ADOC) evaluated several options to help identify an Offender Management Software (OMS) solution that aligns best with its strategic objectives, and business requirements. ADOC's goal is to implement a long-term solution that is both scalable and sustainable as the in-house software suite, Inmate Management System (IMS) utilized has outdated technology.

* Work closely with counterparts to develop Statement of Work (SOW) and pricing estimate for the Steering Committee on various modules of IMS.
* Develop Business cases and Logic Models to recommend the business process improvement. The business case includes a high-level comparison between the condition of legacy system and a list of industry specific guidelines, published by the Corrections Technology Association (CTA)
* Coordinate and participate in calls with a senior analyst at InfoTech, a technology research company that ADOC consults for business process improvement
* Develop mock-up and workflows to present to the ADOC staff members
* Responsible for gathering requirements from the customer, acquiring agreements and signoff from the stakeholders, collaborating them to the IT Development team and checking activities for scope creep
* Discuss with the service support team to understand how service desk can address existing service support challenges
* Gather data to show the impact of addressing these challenges and built a business case to build and document key service support processes and procure tools to support them
* Responsible for translating user & business requirements into functional and technical requirements
* Analyze and define the AS-IS and the TO BE process workflows for the all the modules in IMS
* Assist in the Service Desk Standardization project to improve performance and delivery of Information Systems (IS) technical support services to the end users and nodes
* Analyze ADOC reports and the reporting parameters in the current legacy system within SQL Server Reporting Services (SSRS) using Report Definition Language (RDL) and validate it meets customer's everyday needs
* Work for Project Management Office (PMO) to manage project timelines, phases and the team to ensure timely and effective delivery of the project and product
* Work with the technical team to define interfaces between the State's IBM Mainframe systems for Personnel, General Human Resources systems (GHRS) and ADOC's Personnel Department to receive batch files of payroll data used to generate reports within ADOC reports module
* Write Queries in Visual Studio to create customized dashboards on Azure DevOps for tracking project status and work items
* Facilitate all the Scrum Ceremonies (Sprint Planning, Daily Stand-up, Sprint Review, and Retrospective)
* Add estimates to User Stories by using the Planning poker technique and Fibonacci sequence
* Maintain the Burnup and Burndown charts to track the progress of the sprint
* Calculate the teams' velocity by incorporating capacity planning into sprint planning sessions
* Worked with cross functional teams to groom stories ahead of spring planning and PI Event
* Elicit and document requirements, write user stories in Microsoft Team Foundation Server (TFS), prepare UI specs and assist in translating the business knowledge to technical teams, and coordinate the project and reporting until closure

**Environment:** SQL Server 2008, Microsoft SharePoint, MS Visio, VSTS, Azure, SQL Assistant, SQL Server Management Studio, Axure RP, SQL Server Reporting Services, Power BI.

**SR Business Analyst** **11/2017 to 07/2018**

**Torchmark Corp.** **TX**

A large-scale effort to create Corporate Data Model and Data Warehouse for five Insurance organizations. The PAS (Policy Administration System) OIPA (Oracle Insurance Policy Administration) application is the system of record for Agency, Policy, and other healthcare domains to contribute to and aid the data of the Corporate Data Model Standards. The PAS Data Model Project is designed and created to generate a Data Model to capture any data that will migrated from existing IBM mainframe to OIPA or ODS.

* Interact with developers and business users to analyze, develop and configure the new Insurance platform and the interfaces to send/receive information from ancillary applications
* Modelling the business domain using process diagrams, flowcharts, data models, decision models
* Requirement Eliciting and documenting, writing user stories, preparing UI specs and assisting in translating the business knowledge to different team, coordinating the project and reporting until closure, building relationships with customers are my main responsibilities
* Analyze the impacts to the client extracts, identifying data quality issues and made necessary recommendations
* Collaborate with the Service Oriented Architecture team (SOA) and the Operational Data Store (ODS) team on designing the interfaces to ensure synchronous incorporation between the Ancillary applications and OIPA
* Evaluate the accuracy of the data being transferred through the current and future interfaces between the IBM Mainframe systems, Ancillary applications, SOA/ODS middleware and the Oracle Admin System during the various stages of project development
* Query the SQL Database of Ancillary system and the OIPA Oracle Database as required to complete Data mapping to be used for Design development
* Assess the SOA Schema markup code established for various Ancillary applications to deploy the SOA web service calls and substantiate it for functionality required for applicable Business processes
* Owned end-to-end UAT testing process and provided signoff for the business
* Tacked data defects in footprints defect tracking system

**Environment**: Oracle 10g, SQL Server 2008, UNIX, Microsoft SharePoint, MS Visio, VSTS, OIPA, Oracle SQL Assistant, SQL Server Management Studio, IBM Mainframes.

**SR Business Analyst** **11/2016 to 11/2017**

**Ironside** **MA**

Ironside assists organizations to build a strategic data and analytics models by structuring, integrating and augmenting the data while transforming your analytic environment and improving governance.

* Business Analysis, gathering requirement from the users/stake holders
* Requirement elicitation using brainstorming sessions, interviewing, prototyping and facilitating workshops
* Base- lining and tracking requirements through to implementation
* Business architecture; undertaking capability gap analysis; feasibility studies; defining the solution scope; and developing a business case
* Created successful healthcare reports for the business using Cognos tool and finished existing project from original concept through conclusive execution
* Use several sources of data to generate and publish periodic quality reports and essential ad hoc reports in a timely manner
* Reliable for development, scrutinizing, valuating and implementing phases of the data analysis process.
* Execute routine and ad hoc (drill-down) analysis as it takes operational trending and quality processes
* Conduct SRA (System Requirement Analysis) walkthroughs and UAT testing as a part of the business requirement responsibility
* Documenting functional, technical as well as non-functional requirements in the form of Epics, feature sets and user stories
* Designed and formed future dashboard and report mockups based on business requirements and conduct presentation sessions with program team
* Conducting Scrum meetings, maintaining Backlog items, creating impediments, verifying and validating requirements, conducting retrospective meetings
* Evaluating alternate solutions, quality assurance processes, support through implementation, and post-implementation reviews

**Environment**: Oracle 10g, SQL Server 2008, UNIX, Microsoft SharePoint, MS Visio, Oracle SQL Assistant, SQL Server Management Studio, Cognos.

**Business Analyst** **01/2016 to 10/2016**

**OPTUM** **GA**

Optum is a healthcare provider services company that delivers healthcare applications for hospitals to manage revenue cycle and claims. Business Analyst for supporting, analyzing business systems and processes to identify user needs, document requirements, address operation issues and enhancements to complete business objectives.

* Analyzed all the possible scenarios for paid, reversed, rejected and adjusted claims
* Translate user & business requirements into functional and technical requirements
* Designed end-to-end ETL process to load the data from client extracts into data warehouse
* Recommended necessary changes to the existing data model, to be able to maintain raw history claims and processed claims data for reconciliation
* Developed the process for doing balancing on header and trailer, on client extracts for ETL process
* Responsible for developing mappings using Ab Initio BRE (Business Rules Environment) for Supplemental files to be able to load the data into casted claims table
* Developed source to target mapping documents for multiple subject area
* Responsible for understanding pharmacy benefit management (PBM) and pharmacy claims data
* Analyzed the impacts to the client extracts and made necessary recommendations
* Responsible for leading development & testing teams and acted as SME for Rx claims data
* Responsible for formulary configuration within RxCLAIM
* Handled client and pharmacy pricing configuration in RxCLAIM
* Associated appropriate Pharmacy Network and/or Super Network to a benefit plan within RxCLAIM
* Validated all the encryption and decryption keys for exchanging data in PGP format
* Owned end-to-end UAT testing process and provide signoff for the business
* Owned data validation plan to assist business IT teams for signoff

**Environment**: Oracle 10g, SQL Server 2008, UNIX, Microsoft SharePoint, MS Visio, Oracle SQL Assistant, SQL Server Management Studio, JRA.

**Analyst** **06/2010 to 11/2014**

**Google Maps India**

Google Maps delivers turn by turn driving directions, traffic information, satellite imagery, and interactive mapping on all devices. The application takes advantage of Google's informational process by allowing users to search for map features by category, vague location or colloquial name and returns results that include location, phone number, reviews and relevant details.

* Participated in the development of written, detailed business requirements, interviewed clients and defined the Functional and non-Functional requirements
* Supported the function point counting process, a key set of enterprise deliverables to the SDLC allowing the business to measure business metrics reflecting performance in application cost and complexity
* Worked closely with the users and the development team to support the development process, including clarifying requirements with the business and resolving issues that surface during this stage of the software development lifecycle
* Drove requirements walkthrough sessions with the offshore/onsite development team and answered their queries
* Conducted Business workflow, process diagram and gap analysis to derive requirements for existing systems enhancements
* Designed and developed and analyzed Use Cases, Activity Diagrams, Sequence Diagrams, using MS Visio.
* Worked on SQL server 2005, MS Access, and Excel to get the daily updated numbers for daily, weekly and monthly reports
* Reported the bugs found in the product and/or enhancements for the product on Buganizer (Bug Tracking Tool) and Retested on the fixed defect

**Environment**: UML, MS Visio, Microsoft SQL Server, MS Office Suite, MS Project, MS SharePoint, Buganizer, Ground Truth tool, Google map maker.

**Education and Training**

**Master of Science**: **Information Systems Engineering and Management** **2015**

Harrisburg University of Science and Technology Harrisburg, PA

**Bachelor of Science**: **Computer Science and Engineering** **2010**

Vellore Institute of Technology India

**Certifications**

* Certified ScrumMaster