

EDUCATION

B.E in Computer Science – Jawaharlal Nehru Technological University (JNTU Hyderabad 2011-2015)

10-12(Cambridge A/AS Level) – Avondale College, Auckland, New Zealand.

High School- Avondale College, Auckland, New Zealand.

WORK EXPERIENCE- JP Morgan Chase, Hyderabad, India

Feb 2015 – Current

Business Technology Analyst – Roles and Responsibilities

- Worked extensively for 5 years in IVR applications belonging to different line of business (Auto Finance, Wealth Management, Cards, Mortgage)
- Have been a key team member and was involved right from Requirement Management, Elicitation, Requirement Analysis, Stakeholder Management, Design and until project deployment.
- Analyzed the existing systems and implemented new designs to increase the efficiency of business process, stabilizing the applications for better Customer Experience
- Have been the single point of contact for Business, Product Owner, Developers, QA/UAT.
- Actively organized/participated in poker planning, applied agile methodologies to develop applications by analyzing the business requirements and translating the same into working models. Created Epics, Written User stories as per requirement for iterative development, participated in defining the product road map with business, part of continuous backlog refinement, go to person for the technology team for any requirement clarifications and created project release plan.
- Expertise in developing use cases, UAT Test Scripts, Test Data Preparation and Execution.
- Have good expertise in conducting training session for UAT, gathering feedback and driving towards closure to seek UAT Sign off.
- Actively followed all the agile principles by welcoming change in requirements even late in development phase, analyzing if the new requirements can still be accomplished with the existing timeline.
- Liaise between the business and the technical personnel to ensure a mutual understanding of the processes and the application.
- Communicated the requirement by constructing easy to understand data models, also prepared mockup call flows/ Designs to convey the requirements in best possible way.
- Having worked as developer initially helped me for better decision making during the sprint planning sessions.
- Worked as a T-shape developer for the team taking up roles of developer, Quality analyst and scrum master as required.
- Took Ownership and presented project single handedly to leadership and technology teams. Also, passionate in mentoring/ guiding others with the knowledge that I have and learning/ grasping new ideas in return.
- Well versed with Business Analysis, SQL programming and sound analytical, mathematical reasoning skill.
- Developed business architecture using requirements and analyzed the business process through various workflows.
- Took Leadership and handled many production issues(including critical) across agile teams IVR single handedly by collaborating with multiple integration teams and leadership. Also, have been part of the many RCA(Root cause analysis) discussions and presented to higher management.

Few of my PROJECTS-Interactive Voice Response (IVR) for Auto Finance (Major),Cards, Wealth Management.

Project - 1 Mar '20 (Ongoing)

COVID Payment Deferrals-CHASE AUTO FINANCE Role | Business Analyst :Working on multiple phases of this project with 2 weeks of time to market (Requirements to production). Delivered 3 phases to prod till now. -This project adds a net new functionality where in customer can differ their scheduled payments due to the current COVID situation and thus provides Customer Relief IVR. - Provided in depth analysis of the requirements, created Design Documents for this functionality to the developer, effectively communicated with different teams which are affected due to this change (Backend systems).

Project - 2 July'19 to Feb 20

Onboard two new Auto Brands (Aston Martin and Vroom) to CHASE AUTO FINANCE Role | Business Analyst -Introduce two new brands of Chase Auto financing so that customers can auto finance in IVR. -Was effectively involved since requirements gathering till production deployment. -Identified risks involved in terms of deployment strategy followed which in turn helped for better customer experience in the IVR.

Project - 3 May18 to Sep 19

Adding Management Console UI for Business to upload dynamic messages. - CHASE AUTO FINANCE and COMMERCIAL CARD. Role | Business Analyst - Integrated IVR applications with a UI so that the message can be uploaded in the UI by the business to ensure dynamic messaging. - Was involved from the project kick off till production deployment. - Major save from resource/work prospective as messages can be uploaded in UI and automatically reflected in IVR instead of doing code changes for every new message.

Project - 4 Jun 18 to Dec 18

Introduce Mutual Funds, Stocks, Indexes – CHASE WEALTH MANAGEMENT. Role | Business Analyst(core), Developer - Added new functionalities in to the existing IVR so that customers can get to hear about different Mutual Funds, Stocks, Quotes and Indexes. - This was the first speech enabled IVR applications for JPMC. - We have worked on lot of grammar rules for speech recognition.

Project - 5 Dec 16 to Jun 17

MQ Onboarding to UM (Ubiquitous Messaging). - CHASE WEALTH MANAGEMENT. Role | Developer - Migrated Queues used for backend system communication to UM queues. - Analyzed the behavior of new queues as I worked on first IVR application to migrate to these queues. - Ensured smooth delivery by doing extensive Dev validations.

BUSINESS AND TECHNICAL SKILLS

Programming Languages	C, Java
Data Visualization and Documentation	MS Office,MS Visio,MS Excel, MS Power point ,MS Word
Domain Knowledge	Banking(AutoFinance,Cards,&Wealth Management)
Database	MS SQL Server
Deployment and Integration Tools	SVN,GIT, Eclipse, Jenkins
Project Management	Agile- Scrum ,Jira,Confluence
Methodology	SDLC, Agile , WaterFall, Business Analysis BRD's, FSD's ,Call Flow Diagrams.

PROFESSIONAL ACHIEVEMENTS

- Received Three Spot awards, for going above and beyond in deliverables
- Received Two Five Key Recognitions for owning customer issues from start to finish and exceeding expectations. □

LEADERSHIP ACTIVITIES

- Member of the University Outreach Program (UOP-JPMC).
- Events Team Lead – 2016-2019.
- Active member of JPMC Fun Club.