



Naga Vasishtha Eswarapragada

Senior Business Analyst

Senior Business Analyst with Product Management know-how using the Agile and Waterfall methodologies

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- **Senior Business Analyst** with **Product Management** know-how and overall IT industry experience of 8.8 years.
- Strong Business Analysis and Product Management experience
- Having good hands on experience using SQL queries and data analysis
- **Created and standardized the Feed Solution Document template in collaboration with all the teams which is being used by teams across Xpressfeed in S&P Global - Market Intelligence**

Responsibilities:

- Conducting requirement elicitation and analyzing the requirements to understand them thoroughly
- Documenting the requirements to prepare BRDs and freeze requirements
- Maintaining the issue list documents and updating the BRD on a timely manner
- Coordinating with all the stakeholders to ensure the issues were resolved within the SLAs.
- Handling the client calls on a daily and weekly basis and Conducting status review meetings internally.

Project planning, Execution & Tracking:

- Communicate and collaborate with the client & Project Manager to prioritize and split the Epic's, Features and PBIs (Product Backlog Items)
- **Break down of Epics** into Features and stories with proper **acceptance criteria**, business rules & other details.
- Experienced in conducting grooming sessions with the team
- **Handling in a scrum team, create User Stories** with the prescribed level of detail - provide refined acceptance criteria of all **User Stories**.
- Acts as the **customer advocate** within the technical team in defining the technical solution, **prioritizing business requirements** & defects, resolving conflicts and accepting user stories.
- Ensuring all the weekly status reports /work status reports were submitted to client from PMO on time.

Design & Documentation:

- Experienced in **analyzing and documenting the business requirements** and **building the process models with minimal direct supervision**.
- Have knowledge on performing **GAP analysis**
- Preparing the **functional and non-functional specifications** include identifying and **defining integration points, GUI requirements, process flows**
- Experienced in conducting the **current applications/process impact analysis** with respect to **new requirements to foster reusability**
- Works closely with **end users/key stakeholders** to demo features
- Experienced in preparing and submittal of project status report as agreed with clients
- Experienced in creating Release Plans with a prioritized list of business and technical features.

- Having knowledge in **As-Is analysis** and **To-Be analysis**
- Well versed in preparing the **Root Cause Analysis documents**

UAT & User Training:

- Develop High Level training material (Derived from Functional Requirement, UI requirements and Business Rules) to train the trainer.
- Develop training materials and deliver training as planned

Testing & QA:

- Well versed in preparing **Test Plans, Test Cases** and **User Training Document(s)**
- Facilitates and involves in the Technical/Functional review sessions to inspect and confirm that the 'intent of change' is carried out throughout the current phase of the project.
- Ensures User Acceptance Testing efforts are complete and that any user issues are addressed quickly and effectively.

Support and Maintenance Activities:

- Verifying the support portal for the issues raised by client and assigning tasks to team members with an ETA for the completion of the tasks
- Analyzing and preparing the Root Cause Analysis documents for the issues submitted by clients
- Ensuring the new requirements from client are implemented on a timely manner by preparing the change request (as per the PMO processes) and following the change request management for thorough implementation and testing of changes
- Verifying the trackers prepared by the team and submitting to higher management
- Reviewing the tasks completed by the team and submit the responses to clients
- Creating and submitting the client WSRs to the client project managers on a weekly basis
- I am currently handling six support projects

Team Handling Activities:

- Assigning the task(s) to team(s) through the Project Management tool and verifying the status of the tasks
- Verifying and submitting the work status reports to project manager and CEO on a weekly basis
- Conducting internal meetings with all the team members to verify status of the tasks allocated

Oracle Service Cloud:

- **4+ years of implementation experience in configuring Oracle Service Cloud (Oracle RightNow):** Staff Accounts, Profiles, Navigation Sets, Workspaces, Workflows, Configuring the Mailboxes, Queues, Configuration Settings, Business Rules, Message Templates, Guided Assistance and Object relations.
- Having good experience on Analytics

Proposals Team:

As Part of the Proposals team, following are my Roles and responsibilities:

- Preparing RFP Response document(s) – Part of Content team
- Preparation of questionnaire document
- Creating sample screen and report for Client Demo's
- Preparing Power point presentation to various Client Demo's

ORGANIZATIONS

1. **S&P Global Market Intelligence (2018 Nov – Till Date)**
2. **NebuLogic IT Solutions Pvt Ltd (2012 May to 2018 Nov)**
1. **S&P Global Market Intelligence – Xpressfeed**

PROJECTS

1. Estimate Brokers
2. AirSage
3. IPQwery
4. NLP Transcripts
5. User Management on XF Manager
6. FDA FAERS

2. **NebuLogic IT Solutions PVT Ltd**

PROJECTS

Project 9: City of Sacramento Water Department (Aug 2017 to Aug 2018)

This implementation using Oracle RightNow CX is to modernize the city water department

Project 8: HRiA: Human Resources in Action (Aug 2016 to May 2017)

The project is to modernize the current system which configured on Salesforce.com.

Project 7: City of Fort Wayne (From Dec 2015 to Sep 2016)

This implementation using Oracle RightNow CX is to modernize the city 311 non-emergency services

Project 6: City of Fort Worth (From Sep 2015 to Sep 2016)

This implementation using Oracle RightNow CX is to modernize the city water department

POC 1: Designing and Implementing the Proof of Concept for City of Fort Worth (April 2015)

The POC is for modernization of city water department

POC 2: Designing and Implementing the Proof of Concept for City of Fort Wayne (June 2015)

The POC is for modernization of city 311 non-emergency services

Project 5: Cover VA From Sep, 2014 to Feb, 2015 Cover VA (Phase II)

This project developed using Oracle RightNow CX is tasked to establish a Customer Service Center (CSC)

Project 4: Arizona (From Feb 2014 to July 2014)

This project developed using Oracle RightNow CX is tasked to establish a Customer Service Center (CSC)

Project 3: Cover VA (From Jul 2013 to Dec 2013)

This project developed using the Oracle RightNow CX is tasked to establish a Customer Service Center (CSC)

Project 2: Kentucky (From Dec 2012 to Aug 2013)

This project developed using the Oracle RightNow CX is tasked to establish a Customer Service Center (CSC)

Project 1: New Jersey- NJKiDS Service Automation Solution for the Statewide Child Support Hotline. Go-Live Date: Dec 2012

The solution, developed using Oracle CRM on Demand, provides a comprehensive service automation CRM functionality which includes a seamless integration to CTI/IVR application

ACHIEVEMENTS

- Successful up gradation of the Right Now CX to latest Service Cloud environments
- Successful Migration of the IBM in-house servers to the cloud environment
- Prepared and set standards for the Change Requests
- Prepared and set standards for the work status reports
- Process improvement/ efficiency projects such as SSP (Self-Service Portal)

CERTIFICATIONS

- Certified scrum master
- Oracle CRM On Demand Implementation Specialist

EDUCATION

- **B.Tech Computer Science** from **The Vazir Sultan College of Engineering**, Khammam, Khammam District, Telangana
- Pursuing **MBA** from Osmania open university