**CURRICULUM VITAE**

**MADHURI G REDDY**

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**Professional Summary**

* MBA in fulltime Operations with **4+ years** of corporate experience as a **Business Analyst/Certified Product Owner** in various domains such as **Travel, IT and Insurance.**
* Insightful experience of working in a Products division with hands-on experience as Business Analyst with a focus on Consulting, Business Analysis & providing Solution Designs.
* Possess both Management and technical background, which helps me to understand both technical as well as commercial aspects of the business to provide best of solutions to the clients.
* An astute team player with strong interpersonal and analytical skills and can work in a group as well as an individual contributor.
* Expert in working as a direct liaison between all the stakeholders of the project to ensure successful implementation of business requirements.
* Creation and prioritization of Product Backlog, designing user stories, wireframes, and facilitating scrum ceremonies.
* Created Business presentations and documentation as per the business needs.
* Proficient in both **Waterfall and Agile (Scrum)** project management methodologies.
* As a product Owner, Participate in Assisting with internal and external team and help in bringing the transparency, solving conflicts and ensuring smooth flow.
* Experienced in gathering requirements, transformation to functional specifications, developing **Roadmap**, **use cases, user stories, process flows and test cases**.
* Participate in all activities/ceremonies starting from **Sprint Planning till Retrospective Phase**
* Involved in preparing **Technical documentation/ Business Requirement Specification** for the project.
* Involved in Functional and business requirement Gathering from internal and external stakeholders using Requirement Elicitation Techniques such as Brainstorming, Questionnaires and Focus Groups.
* Prepared **Business cases and data models** for various scenarios using Flow chart/ Use Case Diagram.
* Experience in Planning, focusing on business viability and prioritizing for value and reporting analysis.
* Interpreting technical documentation as well as authoring and updating required documents.
* Involved in Designing, User Guide, Wireframes and Help Text documentation
* Played a vital role in Handling Domain sessions and guiding Beginners in gaining knowledge about Healthcare Process.
* As part of my assignments, have been involved in **SDLC** phases from Requirement Gathering, Requirement Analysis, cost benefit Analysis document, Solution Document Review, Application Development and UAT Test Execution.

**Career Profile**

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| **Organization** | **Period** | **Designation** |
| **NTT DATA IPS** | **February 2019 – TILL DATE** | **Business Analyst Specialist** |
| **Fidelity Investment** | **August 2018 – January 2019** | **Business Analyst** |
| **DXC.Technology (HEWLETT PACKARD ENTERPRISE)** | **SEPT 2016 – July 2018** | **Business Analyst/Product Owner** |
| **SONATA SOFTWARE LTD** | **JULY 2015 – MARCH 2016** | **Business Analyst** |

**Area Of Expertise**

* Requirements Elicitation
* New Product Development
* Requirements Analysis
* Requirements Documentation
* Project Management using tools such as Jira and TFS
* Creation of User Story and Acceptance Criteria
* Identifying missing scenarios
* Cost Benefit Analysis
* Test case Creation and Execution
* Facilitating Scrum meetings
* Managing cross functional teams
* BRD Documentation
* FRD Documentation
* Wireframe creation and BP
* User Guide and Error documentation
* Use Cases Designing
* Stakeholder Management
* System Requirement Specification document

**Top Skills (Technical Skills)**

* Excel (Beginner)
* Tableau (Beginner)
* HP Application Lifecycle Management Tool
* Team Foundation Server
* Agile Tools (Jira Tool)
* UAT/ SIT testing
* Scrum methodology
* Agile Methodology
* Waterfall Methodology
* SQL(Beginner)

**Certifications**

* AHM 250 Certified at Healthcare.
* Trained for Certified Associate of Project Management (CAPM-PMI).
* Basic of Scrum and Agile and Project Delivery online course by Udemy
* Certified Scrum product owner (CSPO) by scrum Alliance

**Project Experience Summary**

Project #1: Facets Organisation: NTT DATA IPS

**Domain: Insurance**

**Description:** It’s an USA based Healthcare Module. It provides solutions to Medicaid and Medicare Services for USA Rhode Island Residence which includes Insurance, Providers, contracts and other services.

**Role/Contribution:**

* Capturing requirements initially into a high-level Business Case Document which captures in Scope- Out of scope requirements and translate into proper Business requirements documentation using high-maturity methods and processes prescribed by NTT Data’s business analysis process framework.
* Execute and coordinate requirements management and change management.
* Develop Solution document by meeting with Design Architecture team
* Develop Cost benefit Analysis Document by estimating development and testing hours
* Present a Cost benefit analysis document to finance team.
* Prepare System Requirement specification document based on approved BRD which captures functional requirements from system perspective
* Formulate and define System scope, out of scope and objectives for Payer module.
* Configuration of solutions, development of test cases, documentation of solutions for various modules of Facets product.
* Develop visualization, user experience and product configuration elements of solution design.

Tools: TFS (Team Foundation server), ALM, Visio, MS Word.

Project #2: HOBS Organisation: Fidelity Investment

**Domain: Insurance**

**Description :** NextEra Energy, Inc. (Third largest electric utility company in the US)

**Role/Contribution:**

* Analyze the client requirement and derive a feasible solution which would best fit to the system in coordination with Architecture and Developer.
* Writing Business Requirement Specifications that successfully delivered necessary change in a manageable and non-intrusive way.
* Responsible for creating User stories for Developers which also include Business Requirement Documents and Functional Requirements Documents, RTM, etc.
* Involved in training/presentation with client recommending feasible solution to meet their expectation.
* Functioning as a point of contact for information/requirement gathering from client for all the projects.
* Managing activities like test case, analysis and preparation/review of Functional Requirement Documents.
* Develops test Scenarios to test that new/ redesigned processes.
* Arranges, prepares and takes part in client/user’s meetings and present it to team.
* Documents all the work using required standards, methods and tools.
* User Accepting testing and report the results

Project #3: Interchange Organisation: DXC Technology

**Domain: Healthcare**

**Description:** It’s an USA based Healthcare Module. It provides solutions to Medicaid and Medicare Services for USA Residence which includes Insurance, Providers, contracts and other services.

**Role/Contribution:**

* Assists in defining, planning and implement new or changed process.
* Precisely capture business problems, value drivers, and functional/non-functional requirements, usability, data, and supportability considerations.
* Translate business requirements into functionality and assess the risks, feasibility, opportunities, and business impacts of various solution options.
* Assess and model processes, data flows, and technology to understand the current value and issues, and identify opportunities for improvement.
* Create clear documentation to communicate requirements and related information; keep updated to align with the solution over the project lifecycle.
* Ensure traceability of requirements from business needs and requirements, through testing and scope changes, to final solution.
* Interact with software suppliers, designers and developers to understand software limitations, deliver elements of system and database design, and ensure that business requirements and use cases are handled.
* Configure and document software and processes, using agreed standards and tools.
* Create acceptance criteria and validate that solutions meet business needs through defining and coordinating testing.
* Seek guidance from more experienced BAs and be open to learning on-the-job.
* Develops test Scenarios to test that new/ redesigned processes.
* Arranges, prepares and takes part in client/user’s meetings and present it to team.
* Documents all the work using required standards, methods and tools.
* User Accepting testing and report the results.

**Tools:** ALM (Application Lifecycle Management), Visio, MS Word.

Project #4: TUI Organisation: Sonata Software Ltd.

**Domain: Travel**

**Description:** It’s a UK based travel operating application. It provides solutions for tour operators and tour agencies which includes packages, activities and hotel reservations, Cruise and destinations.

**Role/Contribution:**

**1. BAU (Business As Usual) -TUI**

* Review all the business scenarios and document the missed ones if any
* Reduce cycle time of stories by raising clarifications early on User Stories and Acceptance criteria
* Support development team on the understanding of each and every scenario to ensure the defects are not leaked to the testing
* Review sprint test cases and suggest the improvement areas
* Perform the acceptance testing prior to the customer acceptance session

**2. Content Hub and Liaison**

* Create and manage User stories in JIRA for CSQ (Customer Survey Questionnaire) project
* Conduct Requirements Elicitation Workshops
* Prioritize requirements and refine product backlogs accordingly
* Use systematic techniques for specifying requirements - like use-case scenarios, process modeling and data-flow diagramming
* Customer Demos
* User stories Walkthrough and discussion
* Manage User stories in JIRA.
* Clarify doubts getting raised by developers and testers
* Train new joiners on travel domain
* Generate Reports to find cycle time and team velocity
* Sprint level functionality Testing.
* Guide business stakeholders to gain acceptance / sign-off.  Manage requirements to the smallest set that will provide the biggest impact in advancing business objectives and end-user buy-in.
* Describe technology in terms easily understood by business customers and set realistic customer expectations for the project outcome.  Adjust customer expectations in accordance with changes in scope.

**Tools:** MS Office, MS Visio, JIRA.

Project #4: MBA Internship Organisation: Hindustan Unilever Limited.

**Domain:** Supply Chain Operations & Management.

**Description:** Manufacturing Management Information system.

**Role/Contribution:**

* Observed different process involved in coffee production and calculating time.
* Designing and developing Log sheets and updated them according to the process.
* Calculated overall effective efficiency and analyzed the loss for every month.
* Maintaining and updating log sheet on regular basis.
* Analyzing the cause for the loss in supply chain.
* Calculating overall efficiency.

**Education Summary:**

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| **QUALIFICATION** | **SPECIALIZATION** | **INSTITUTION** | **BOARD/ UNIVERSITY** | **YEAR OF** **PASSING** |
| MBA (Master’s in Business Administration) | Operations  | Alliance College, Bangalore  | Alliance University | 2015 |
| BE(Bachelor Of Engineering) | Computer Science | The Oxford College Of Engg, Bangalore | Visvesvaraya Technological University | 2012 |
| 12th | PCMB | Jyothi Nivas PU College, Bangalore | Karnataka PU Board | 2008 |
| 10th | Science | ACTS Secondary School, Bangalore | ICSE Board | 2006 |

**Declaration**

I hereby declare that the aforesaid information is correct up to my knowledge and I bear the responsibility for the correctness of the above information.

Date: 5/11/2019

Place: Bangalore