**AKSHITHA VEDURUPARTHI**

**Business Analyst** A close-up of a logo

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**PROFESSIONAL SUMMARY:**

* A highly proficient, capable, and motivated Certified Scrum Product Owner with over 10+ years of experience as an Agile Product Owner/Project Manager, specializing in Agile SDLC, Data Analysis, business analysis and healthcare services to employ various tools and methodologies in enhancing product development.
* Well equipped with working in the healthcare domain for Data Analytics team defining business scope, gathering business requirements, and converting them into technical user stories and being responsible for maintaining product backlog, developing business cases, writing PBIs adhering to the product roadmap.
* Highly proficient with all the phases of SDLC with end-users for requirements gathering and hands on experience working in traditional methodologies like waterfall methodology and agile methodologies like Scrum, hybrid methodologies like Water-scrum-fall methodology.
* Well versed in conducting various types of testing including Unit Testing, UAT and helped in designing and developing test plans and test scripts.
* Excellent Business writing skills in writing Business Requirements Document (BRD), Use Case Specifications, Functional Specifications, Systems Requirements Specification (SRS), Data Workflows and post-production/post implementation documents to impact downstream applications.
* Proficiently managed data centre projects involving complex workstreams, such as SAN and Data Migration engagements, infrastructure deployments, rollout, refresh, upgrades, decommissions, ensuring seamless execution, minimal downtime, and successful project completion.
* Oversaw the implementation of cutting-edge technologies and solutions within data centre environments to enhance performance and reliability.
* Knowledge in Data warehousing, Data Integration using ETL tools and data validation tools.
* Proficient in creating Kanban boards, managing projects and related user stories in kanban, tracking project status in Confluence and Jira.
* Successfully designed and implemented functional and non-functional requirements of APIs to facilitate seamless communication between internal and external user needs.
* Led the integration of third-party APIs, effectively incorporating external functionalities to meet business requirements and improve overall system capabilities.
* Knowledge of using different kinds of elicitation techniques such as JAD sessions, one-on-one interviews, Focus group and brainstorming sessions to track and report project impediments.
* Skilled at creating project roadmaps and project plans using Microsoft Visio and Microsoft PowerPoint to present to higher management and stakeholders for approvals.
* Been responsible for owning product backlog and conducting sprint planning, sprint retrospective and sprint review meetings with the development scrum team.
* Expertized at creating project reports/dashboards and sharing with end users/stakeholders to showcase project progress and status with data visualization tools like Power BI/Tableau.
* Adept in gathering and analyzing product requirements for better product vision, strategy and execution to ensure customer satisfaction and quality user experience.

**TECHNICAL SKILLS**:

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| **Operating Systems** | UNIX, Linux, Windows NT/2000/XP/Vista/Windows, Mac OS. |
| **Programming & Query Language** | C, Python & SQL |
| **Project Management Tools:** | JIRA, Confluence, Rally, Kanban, MS SharePoint, MS Project |
| **BI Tools** | Power BI, Tableau, Microsoft Excel |
| **Data Warehousing** | Data Mapping, OLTP, OLAP, ETL |
| **API Technologies** | RESTful, SOAP, Postman |
| **Business Modeling tools** | Microsoft Visio |
| **Design, Methodologies & Control** | GIT |
| **Professional Skills** | Stakeholder Management, RAC, Change Management, Product Management, Project Management, Product Development, Product Strategy & Roadmap, Workforce Management, Content Management, Quality Analysis, Data Analysis, UX, Competitive Analysis, Customer Relationship Management, Six Sigma Methodologies, Agile and Scrum, Data Visualizations, SDLC, Banking, Insurance & Healthcare industry, Leadership Management. |

**EDUCATION & CERTIFICATION:**

* Bachelor of Technology in Biotechnology from Jawaharlal Nehru technological University, Hyderabad, India. 2011
* Certified Scrum Product Owner (CSPO) by Scrum Alliance

**PROFESSIONAL EXPERIENCE:**

**May ‘23 – Present** *Agile Business Analyst,* **PaloAlto Networks,** **Clarkston, MI**

* Gathering technical requirements from the key stakeholders and demonstrating the project timeline to the developing teams using Rally.
* Act as a liaison between stakeholders and scrum development teams by addressing impediments daily.
* Collaborating with cross functional teams to analyze and document all the technical information of the business process in Confluence to share it across downstream applications.
* Defined and managed the API product backlog, ensuring that it aligned with the overall product strategy and met customer expectations.
* Technically leading system integrations with PLM systems and enabling connectivity within datasets using API’s and collaborating with UX/UI teams for intuitive API documentation and interfaces.
* Support improvements in overall systems reliability, license and configuring databases for global multi-site implementation.
* Responsible for managing projects by creating project plans, project charter and planning the resources adhering to the budget.
* Performing complex data analysis using SQL for analytical reports. Data analysis and impact analysis for identifying the issues in the data and providing the recommendation for data quality and data integrity to perform UAT with end business users.
* Also adept at enhancing organizational reporting structures through impactful dashboards using data analysis and visualization tools like Power BI.
* Experience in gap analysis of the as-is and to-be processes to identify and validate the requirements.
* Lead the data implementation process to provide the product vision and strategy to the Agile developments teams to optimize customer experience.
* Using Agile methodology, worked with Project Manager to participate in Project Planning and Budget Planning to prepare product roadmap for better evaluation of project closure post deployment.

**Environment:** Invasion, GIT, Postman, Visual Studio Code, Swagger, Splunk, SharePoint, MS Project, MS Visio, MS Office, Waterfall, Agile Scrum - JIRA, Confluence, Kanban.

**Mar ‘22 – Apr ‘23** *Business Analyst,* **Optum Global Solutions, Hyderabad, India**

* Interpreting/Analyzing and managing business requirements and functional specifications independently by defining scope and estimation, to prepare Project Plan and Budget Plan.
* Create and manage user stories & features by collaborating with healthcare Stakeholders & Scrum Team (ETL & Reporting) that can be turned into technical development stories for the analytics application with the help of data visualization tools.
* Working within an Agile framework to deliver cross-product, cross-group, multiple team product release in fortnightly sprints, prioritizing the Product Backlog.
* Well versed with Provider, Claims, Care Management, Medicare Advantage, Medicaid and other lines of business in the healthcare industry.
* Worked on FHIR interoperability to consume data from hospital systems in real-time and feed into the LTPAC cloud for a 360-degree view of the resident all the way from SNF to Home Health Care
* Responsible for delivering requirements as part of a Scrum agile team.
* Assisted cross functional teams in project planning and resources of various development projects by effectively gathering the requirements of API development and integration.
* Facilitating release planning, sprint planning, and retrospectives responsible for creating tasks and writing stories in Kanban.
* Worked on FHIR conversion to be able to provide a 360-patent view from Hospital Discharge to Long term Care, Home Health, or Senior Living.
* Been a major part of data migration from Oracle database to Snowflake.
* Designed and implemented 80% custom report layouts as per reporting standards of the department on Power BI using DAX expressions.
* Breakdown of epic-level user stories into detail Feature-level stories consumable and testable by a scrum team.
* Collaborate with the UX & BI engineering team to drive product design.
* Creating and maintaining the solution vision, roadmap and backlog of the work throughout the project's life cycle.
* Coordinating and managing development work with onsite ETL and Reporting team.
* Conducting Joint Application Development (JAD) sessions with stakeholders throughout the Project to resolve impediments/backlogs.
* Organizing post-project meets for steady state/ smooth transition with DevOps.
* Led teams to complete more than 10 Government funded US Healthcare projects with a 94% deadline completion rate.

**Environment:** MS Visio, MS Project, MS Word, MS Excel, JIRA, Confluence, Kanban, Aha, Snowflake, PowerBI, SQL, Visual Studio, Sharepoint

**Mar ‘21 – Feb ‘22** *Business Analyst,* **DELL Technologies, Hyderabad, India**

* Performed gap analysis for deriving functional/non- functional requirements and documented decisions on the future state of the system and processes.
* Responsible for independently handling a multitude of projects across the SDLC lifecycle from inception to user delivery.
* Decomposed High Level Requirements into user stories and initial wireframes for Key Stakeholders.
* Worked on SaaS offering on Azure cloud.
* Responsible for product backlog generation, grooming, across the Sprint Planning sessions
* Conducted Sprint planning sessions and daily standup meetings.
* Broke down projects into Minimum Viable Product (MVP) and prioritized the deliverables based on criticality and essential user requirements.
* Gathered business requirements from users and created specs by translating business requirements into functional specifications, created process maps, data/process flows and data mappings.
* Responsible for building RPA solutions to automate IT/Business processes from initiation through to production (BOTS) using UiPath.
* Understood how a process can be reengineered to derive the best possible, time-efficient, and cost-effective solutions, while directly working with client
* Maintained requirements, acceptance criteria, test plans, user stories.
* Worked closely with Solution Architects to prepare Process Definition Document (PDD) and Solution Design Document (SDD) for automation of tasks.
* Implemented effective communication channels to engage internal teams and vendors on the progress and of milestones.
* Helped in initiatives such as HL7 integration data mappings, Web Service mappings, API data exchanges.
* Worked on the ICD9 to ICD10 Conversion
* Created Test Plans, Test Cases and helped in every aspect of QA such as UAT testing, Regression Testing, System and Performance Testing
* Helped build mobile Solutions for both iOS and Android, also was part of the UAT and Customer Experience.
* Lead distributed project work across various LOB’s and resources by providing focused direction to the teams to realize the successful implementation of the projects.
* Ensured the Delivery of multiple related programs in various Lines of Business for the end client with deep coordination with the Client, Vendors and Multiple Participating teams.
* Developed Program Charter, Program Management Plan, and Business Cases, reviewed Project Plans and got necessary approvals.
* Wrote SQL queries to extract relevant data to share with management for reporting purposes.
* Defined the processes, tools and templates for Program reporting, tracking to ensure success.
* Managed end-user requirements via interviews, focus groups, and other stakeholder discussions also participated in business process improvements.

**Environment:** MS Visio, MS Project, MS Word, MS Excel, JIRA, Confluence, Kanban, Salesforce(Lightning), CMS, PowerBI, SQL, Visual Studio, Sharepoint, Postman, Flask

**Oct ‘19 - Mar ‘21**  *Product Owner,* **SP Software Solutions / Dell, Hyderabad, India**

* Implementing and developing proposals for business, outlining the project scope, documenting project charter based on the quality control standards for campaigns.
* Publishing weekly & monthly dashboards and reports to track KPIs and Key business metrics to the higher management.
* Delivering product roadmap outlining the evolution of API products over time to the project manager with the appropriate product vision and product strategy.
* Working Cross-functionally to resolve data quality issues through the CRM platform.
* Collaborated with cross functional.
* Conducted market research to identify industry trends, competitive landscape, and opportunities for innovation in API products using tools like Postman and Flask.
* Been responsible for leading the project and allocating responsibilities to the available resources.
* As a Lead SME, been the 4DX coach for the team by implementing its principles effectively among other teams to increase strategic execution of the program.
* SPOC for automating Programs, along with performing Tool UAT’s for reduction of AHT by 60%.

**Environment:** MS Visio, MS Project, MS Word, MS Excel, JIRA, Confluence, Kanban, Salesforce(Lightning), CMS, PowerBI, SQL, Visual Studio, Sharepoint, Postman, Flask

**Aug ‘17 – Feb ‘18** *Lead Business Analyst,* **CTS / Apple, Hyderabad, India**

* Worked with Product Owner (PO) to define current business logic/rules to create user stories and requirements.
* Worked on different applications and Conducted Gap Analysis between "As is" and "To be" process for the applications.
* Created and prioritized feature set for new application.
* Direct, execute and coordinate project, analyses, and reporting requirements across a geographically dispersed team, under the direction of senior leadership.
* Worked with Product Owner (PO) for Product backlog refinement and prioritization, for each iteration based on Business Goals for the MVP to make sure all stories were meeting the INVEST (Independent Negotiable Valuable Estimable Sized Appropriately Testable) criteria.
* Facilitated Brainstorming sessions with SMEs and Coordinated Requirements gathering sessions with the LOB (Line of business) and documented them.
* Performed QA testing in staging and assembly. Acceptance testing, GUI Testing, Regression testing and RBT.
* Used TFS to document, trace and save PBIs.
* Worked cross functionally to resolve data quality issues through an internal tool to support key business functions.
* Trained new hires to understand the process rules and regulations effectively as per the mapping standards.
* Analysing data and identifying process blockage errors by performing RCA to enhance the project for better customer satisfaction.
* Interacted with subject matter experts of different divisions (information technology, risk, and operations) and established a business analysis and design methodology around the agile scrum methodology.
* Continuous coordination with development teams for defect resolution and tracking defects to closure.

**Environment:** MS Office 2007, MS Visio 2003, Windows XP, AFS, MS Excel, SharePoint, PowerPoint, MS Project, UML, SQLServer, Erwin, Business Objects, MS Outlook

**May ‘13 – Jun ‘16** *Data Analyst,* **Global Logic Technologies / Google, Hyderabad, India**

* Worked according to the software development life cycle.
* Gathered requirements from remotely based business users and defined and elaborated the requirements by holding meetings with the users (who are also Fifth-third employees).
* Analysed the historical documentation, supporting documentation, screen prints, email conversations, presented business and wrote the business requirements document and got it electronically signed off from the stakeholder.
* Wrote the test cases and technical requirements and got them electronically signed off.
* Created new reports based on requirements.
* Utilized simple methods like PowerPoint presentations while conducting walkthroughs with the stakeholders.
* Conducted GAP analysis so as to analyse the variance between the system capabilities and business requirements.
* Interacted with teams in AFS, ACBS and InfoLease to extract the information for the reports.
* Involved in defining the source to target data mappings, business rules, business and data definitions.
* Created Report-Models for ad-hoc reporting and analysis.
* Created Logical/physical Data Model in ERwin and have worked on loading the tables in the Data Warehouse
* Worked extensively with the ERwin Model Mart for version control.
* Extensively designed Data mapping and filtering, consolidation, cleansing, Integration, ETL, and customization of data mart.
* Provide 24 x 7 problem management support to the development team.
* Document various Data Quality mapping documents.
* Perform small enhancements (data cleansing/data quality).
* Performed data analysis on the existing data warehouse's of AFS, ACBS and infolease.
* Worked on a daily basis with the mainframe team and led data warehouse developers to evaluate impact on current implementation.
* Communicated with the third-party vendor to do the programming.
* Upgraded the present application by adding new functionalities and adding new reports.
* Wrote regression test cases, did smoke testing with users.
* Coordinated (with business users, database administrator, mainframe team and testing team) in mirror to production testing.
* Conducted User Acceptance testing (UAT) and worked with users and vendors who built the system.

**Environment:** MS Office 2007, MS Visio 2003, Windows XP, AFS, MS Excel, SharePoint, PowerPoint, MS Project, UML, SQLServer, Erwin, Business Objects, MS Outlook