**Ganta Tejovathi**

 Ganta.teja30@gmail.com

 980-256-9777

**PROFILE**

A **Business Analyst** having around **9** **years** of professional experience with extensive knowledge in Gathering, Analysis & Management of Requirements, Business and Functional Analysis, Systems Analysis and Design, Use case analysis and design, Data mapping, Testing support, user support, problem solving, and documentation.

**SUMMARY:**

* Acted as a liaison between business owners and the technical teams.
* Experience in various Business Analysis methodologies and Iterative **Scrum** **Software Development Life Cycle**.
* Experience in Scripting for Net Suite ERP/CRM Platform.
* Extensive knowledge and experience in **Data warehouse and Business Intelligence** domain.
* Efficient in gathering, detailing, documenting and validating the requirements in a format that is useful to their business area experts and the technical developers using Business Intelligence technologies: SSAS, SSIS, SSRS ..
* Worked with various cross-functional teams, having a thorough understanding of the constraints, needs, and perspectives of both the business users and the technical team.
* Prepared **Requirement Documents** and converted them into Solution Specification or **Functional Specification Documents**.
* Performed **GAP Analysis** between various systems.
* Prepared **Use Cases and Use Case diagrams**, to help developers understand better about the business requirements and functionalities.
* Created **Business Process Flow documents** to present existing process flows, new process flows and analyse the impacts on various system due to process changes.
* Performed **data analysis**, **data validation and data verification** by writing **SQL queries** against various databases. Aided in making **Test plans, Test Cases** based on the solution specification document and use cases.
* Developed demonstrated prototypes including **data models**, **reports** and business dashboards.
* Familiar with **SOA** **Architecture**, **Web Services** and **Content Management System.**
* Managed multiple projects and tasks simultaneously.
* **Assisted the QA and Development team.**
* Highly motivated, organized and results oriented with excellent interpersonal, communication and presentation skills with capability of adapting to new and fast changing technologies.

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| Methodologies | SDLC–Waterfall Model,  Agile/Scrum, Rational Unified Process, V- Model, Rapid Application Development |
| UML Diagrams | Structure Diagram – Class and object Diagram, Behaviour Diagram, Use case diagram, sequence diagram, activity diagram, collaboration Diagram. |
| Wireframing tools | Pidoco, iRise, Creately, Axure |
| Database | SQL Server, MS Access, My SQL |
| Operating Systems | Windows 7 / Vista / XP |
| Other Tools | MS Project, MS Office, MS Visio, Outlook, IBM Doors, Sharepoint, Clarity, Active Reports, MS Server Reporting & Ms Server Analysis Reporting. |

**Liberty Mutual, Dover, New Hampshire Sep 2016 - Till Date**

**Business Systems Analyst**

The project was to develop a systematic solution to further **distinguish "Driven" versus "Incidental" affinity business** based on telephony data. This project allowed Liberty Mutual to more appropriately compensate affinity partners based on their marketing efforts to attract customers to Liberty Mutual. In addition, this project also reduced compliance/ breach of contract risk by creating a more auditable and transparent compensation solution.

**Responsibilities:**

* Developed the **scope and vision documents** that defined the primary goals, objectives and scope of the project.
* Worked with the Sponsors and prepared **project charter** and translated that to detailed business requirements.
* Created screen-mock-ups to review the requirements and provide feedback on the screen design. Also, used Microsoft Paint to create ad-hoc screen mock-up to review with the users.
* Responsible for **Data Validation** using **SQL queries** in a MS SQL Server 2008 environment
* Prepared business requirements Documents **(BRD)**, functional Requirement Document**(FRD)** and got sign off to be used by the developers.
* Designed and developed Use Cases, Activity Diagrams, and Sequence Diagrams using Unified Modelling Language (UML).
* Used **GAP Analysis** to bridge the gap between business processes.
* **Created wireframes and prototypes of the GUI** environment to be used by the developers during the design phase.
* Document, analyse and define the user and system requirements and used **Team Foundation Server to** manage documents and raised bugs. Prepared testing reports and user development reports.
* Identified and establish scope and parameters of requirements analysis in order to define impact, outcome criteria, and measure-taking actions through interface analysis, prototyping and **JRP/JAD** sessions with Focus group.
* Documented business requirements for system issues and enhancements.
* Worked with the development team during the Design, Build and Test phase of system projects to clarify business requirements as required.
* Conducted **System down testing** to ensure there were no adverse effects when the system was down.
* Worked with downstream areas to ensure data was appropriately captured and reported on.
* Led requirements walkthrough meetings involving the IT tech lead, IT Project Manager and representatives from impacted areas.
* Acted as a liaison to the Training team to facilitate them to deploy the training.
* Worked with the Policy and Procedure team as required to define new/updated policies and procedures.
* Provided **post production support/analysis** and assisted in performing **User Acceptance Testing (UAT), performance testing** and validated test plans.

**Aflac, Columbus, GA Feb 2016 - Aug 2016**

**Mar 11 – May 12**

**Business Systems Analyst**

The project was building of a **Case Tool** and the Supporting Client. Case Tool is a desktop application that allows the Aflac Group users to generate configurable insurance application forms to be consumed by the laptop client that would be launched through Smart app Next Generation.

Client is an application which resides on the agent’s laptop which allows the agents to perform enrolment.

**Responsibilities**

* Analysed the system specifications, Business requirements and detail design of the software for full understanding of the business
* Analysis of requirements and creating and maintaining the requirements document
* Read **XML forms** to understand the write-up.
* Conducted user interviews, created **Software Requirement Specification** (SRS) and analysed the requirements document.
* Created **Use-Cases, Sequence, Collaboration Use Case Diagrams, used wire framing tools like Creately** to demonstrate software architecture and interaction of system components before prototyping.
* Created **functional document** to get clarifications on the product specifications from the Business Requirements Document.
* **Used IBM DOORS to manage the requirements, test cases and report the defects.**
* Worked with production staff to identify and map detailed current processes, identify gaps and failure points, perform root cause analysis and develop functional requirements that supported overall strategy, goals and objectives.
* Provided clear and concise documentation regarding requirements management plans, functional requirements, supplemental requirements, test plans and test cases.
* Created **Requirement traceability matrix** to understand the relationship between use case and requirements.
* Performed Data Verification using SQL queries against the database.
* Trained the case specialist and the agents and created training documents for the same.

**Project : Catastrophic Exposure Underwriting (CEU) APRIL 2014 – NOV 2015**

CEU was an infrastructure change involving migration of Peril and Product model rules to Operational Decision Management (ODM) developed by IBM. It also incorporated automation of various underwriting rules to provide accurate policy premiums and reduce the time cost.

**Role: Business Test Analyst**

**Responsibilities**

* Worked as a Test Business Analyst. Involved in requirement analysis, test creation, management and review activities using business and technical requirements as inputs.
* Worked closely with business stakeholders to identify gaps in requirements and to resolve any queries.
* Created UI and Rules based test cases for Personal and Business lines.
* Involved in system testing of two newly introduces messaging tools and led the testing effort from planning to execution and sign-off activities.
* Involved in reviewing test plans and test cases and ensuring test cases reflect user needs.
* Supported the project in setting-up the test templates, checklists, standards and best practices to keep track of the test deliverables.
* Coordinated with onshore team to resolve issues and queries raised during different phases of testing.
* Managed test execution and reporting.
* Created and shared status reports with different stakeholders
* Assigned daily tasks to the team and assisted team members to identify work arounds during road blocks.
* Created project and knowledge transition templated for new joiners.
* Exposure to Client/Server, Web Application developmental tools and Software development and design.
* Participate in unit, regression and User Acceptance Testing (UAT) & communicating bugs to technical staff.
* Performed GAP Analysis between various Business Requirements and Functional requirements.

**Environment:** Test Link, Manual testing, Agile (Scrum), IBM ODM rules engine, Product Model, Java web applications.

 **Project: Software UID (SWUID) JAN 2013-FEB 2014**

**June 2008 – April 2009**

**Role: Functional Test Analyst**

SWUID is an end to end project for the tracking and management of software products for EMC. Project involved multiple applications like SAP, Licensing applications, Oracle business application and multiple interfaces.

**Responsibilities**

* Involved in test creation, management and review activities using business use cases, functional requirements and technical requirements as inputs.
* Test execution and defect management using HP Quality Center
* Mapped requirements to test cases using HP QC to maintain requirements traceability matrix.
* Discussion/coordination with different stake holders like development team and process team for testing complex modules
* Designed and used SQL queries in SQL developer tool for database integrity testing.
* Involved in testing the complete application flow starting from sales order and procurement in SAP to device licensing, inventory and customer information management in Oracle Business Suite Applications and finally the remote support of the software and its services through different web services.
* SAP data seeding for creating orders and testing.
* Worked closely with development team and business partners to test scheduled jobs outage scenarios.
* Providing Knowledge Transfer to Base team for regression testing.
* Defect management using HP QC
* Mentoring and providing KT to new joiners.
* Supported Production testing during Go-live phase every quarter.

**Environment:**SAP, Windows Server editions, Linux, SQL, SQL Developer, Oracle Business Suite Applications, HP QC, MS Excel 2010

 **BUSINESS ANALYST - TCS JUNE 2011 – DEC 2012**

Responsibility centered on Business Analysis of clients business needs, analyzing business requirements for inbound and outbound files. Developed an overall project plan and implementation schedule through consultations with project team, management, employees and external consultants. Prepared the Functional specifications, and tested the interfaces.

**Responsibilities:**

* Interact with customers and internal stakeholders as part of requirements elicitation
* Analyzed business requirements and document and share with development team
* Create **UML, Process flow diagrams and Workflow process** for approval mechanism
* Transfer and **Load** all the training modules and content through “Articulate”
* Created Test plans and **Test cases**
* Functional and domain knowledge in Telecom OSS/BSS stack.
* Analyzes business partner’s operations to understand their strengths and weaknesses to determine opportunities to automate processes and functions.
* Assists in the business process redesign and documentation as needed for new technology.
* Translates high level business requirements into functional specifications for the IT organization and manages changes to such specifications.
* Developed, maintained and managed detailed project plans with tasks, deliverables, and resource allocation necessary for successful implementation.
* Managed and created client implementation plans.
* Maintained and managed project issues to resolution.
* Set-up weekly project meetings internally and with the client.
* Responsible for administrative tasks on project, to include project team member time reporting
* Interact with Marketing and other Business stakeholders to understand Voice of Customer (VoC) and identify customer requirements that can enhance market position
* Coordinated with various BUs and stakeholders for system requirements, product integration documentation, testing and implementation of the systems.
* Validate metrics and evaluate release candidates based on Testing and Development release cycles.
* Analyzed, researched and recommended well articulated feasible solutions for implementing new designs and suggested underlying dependencies to mitigate risk.

**BUSINESS ANALYST – PIXELS INFOTECH MAY 2008 – MAY 2011**

Responsible for analyzing the needs of the business and its customers and coming up with solutions to business problems. Involved in the management multiple small projects, to enhance the existing functionality and **web based applications** for global clients employee share plans.  Managing the work from initial request through estimation, approval, requirements, build and implementation.

* Writing Business Requirement Specifications that successfully delivered necessary change in a manageable.
* Travelling to various locations to engage with multiple stakeholders across the company to ensure all processes and requirements were accurately defined.
* Implementation of new designs within the Business Operating Model.
* Supply Chain modeling and advice on Planning Systems.
* Involved in workshops / training / presentations.
* Providing a link between the company, customer, the development team and any third-party regarding software functionality throughout the development cycle.

**Education**: Bachelor’s in Computer Science from JNTU Hyderabad India .