HEMANTH REDDY GONDIPALLI

**BUSINESS ANALYST**

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**Professional Summary**

* Around 3+ years of experience in domains like Retail and Banking, finance with solid understanding of business and technical requirements techniques.
* Strong knowledge & understanding of industry standard methodologies including software development life cycle (SDLC), Traditional Waterfall and Agile Methodology.
* Expert in business Requirements gathering, Business process flows, business process modeling and Data mapping.
* Experienced in conducting joint Application (JAD) Sessions and requirements workshop sessions with the stakeholders and project manager.
* Experienced in using different requirement elicitation techniques like 1-on-1 interviews, document analysis, brainstorming, survey and Focus groups.
* Experience in Design and review of various documents including the Software requirement Specification (SRS), Business Requirements Document (BRD), Use case Specifications, Functional Specification Document (FSD), Requirement traceability Matrix (RTM) and testing documents.
* Used SQL queries to extract data from different databases including testing and production for data validation and data analysis
* Expertise in using UML for business Process modeling, use case, Activity diagram, Entity Relationship diagram, Sequence diagram, Collaboration Diagram, Class Diagram, Process workflow diagram and document them using MS VISIO, Lucid charts, Smart draw, Just-in time.
* Extensive experience in conducting Gap Analysis, Impact Analysis, SWOT analysis, Cost Benefit Analysis, Risk Analysis, Root cause analysis (Fishbone diagram) for optimizing system solutions.
* Experience using MSBI for data extraction, data transformation / analysis and reporting to stakeholders at different levels in the organization.
* Query optimization, execution plan and Performance tuning of queries for better performance in SQL. Hands on experience with Dimensional tables and Operational Data Store.
* Hands on experience in creating and Executing Test Plans, Test cases and Test scenarios, Test reports for both manual and automated testing against design specification.
* Extensively worked on data warehouse and business intelligence projects like data mining, data cleansing, data modeling, ETL (source, target, translation), indexing, data updating plan, data presentation to business users, auditing, backup and recovery.

**Core Qualifications**

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| **Language:** Python SQL  **Business Skills:**  Change Management, Impact Analysis, Risk Analysis, Cost-Benefit Analysis, ROI Analysis, SWOT analysis, Root Cause Analysis  **Financial skills:**  Financial reporting, Financial modeling, Budgeting, Risk Assessment, Derivatives, Research skills, Performance Optimization, Derivatives, Quality Management, Reports generation and Analysis. | **Methodologies:**  Waterfall, Scrum hybrid, Agile-Scrum  **Tools:**  Microsoft Tools (Excel, Access, PowerPoint, Visio)  **Reporting tools:**  MS Excel (2010, 2013, 2016) |

**Education**

Avila University **Kansas, MO**

Master’s in Business Analytics Aug 2023 – May 2024

**University of North Texas Denton, TX**

Masters in Product Management Aug 2021- May 2023

**Dayananda Sagar College of Engineering** **Bengaluru, India**

Bachelor of Engineering Mar 2015 - Mar 2019

**Certification**

**Certified Scrum Product Owner (CSPO)**

**Experience**

**Molina Health Care, CO Aug 2023- Current**

**Business Analyst**

* Collaborated within an Agile team to tackle challenges and deliver projects in a fast-paced environment, achieving a 95% problem resolution rate within project timelines.
* Gathered and meticulously documented business requirements (BRD) and functional requirements (FRD) through formal and informal sessions, validating stakeholder needs with a 98% accuracy rate.
* Utilized advanced Excel functions to create spreadsheets and pivot tables, enabling comprehensive reporting and data analysis, resulting in a 30% reduction in data processing time.
* Conducted Gap Analysis, SWOT analysis, Cost-Benefit Analysis, and Risk Analysis, providing critical insights that led to a 15% increase in project efficiency and cost savings of $100,000.
* Planned and coordinated system releases in close collaboration with business, technology, and infrastructure teams, resulting in a 10% improvement in on-time project delivery.
* Developed business transformation strategies and conducted root cause analysis to drive improvements, leading to a 25% increase in operational efficiency.
* Conducted JAD sessions with Subject Matter Experts (SMEs), gathered functional requirements from system users, and created comprehensive Business Requirement Documents (BRD) and Functional Requirement Documents (FRD), organizing requirements systematically and ensuring a 98% defect-free testing process.
* Used Python to graphically analyze datasets and obtain insights into how to evaluate the data's nature.
* Facilitate Agile rituals such as inception, iteration, story kickoff, and estimation sessions, ensuring the team stays informed about changes in priorities and providing quick responses to inquiries.
* Good knowledge of creating visualizations using Python libraries: Pandas, NumPy, Matplotlib, Scikit-learn.
* Take ownership of writing BRDs, incorporating Use Cases, and supporting them with annotated wireframes, resulting in a 20% increase in development accuracy and a 15% reduction in development time.

**KPMG Aug 2018 – Jul 2021**

Business Analyst

* Gathered User and Business requirements using various elicitation techniques such as Brainstorming, 1-on-1 Interviews, Document analysis, JAD sessions, and Focus Groups. Collaborated closely with product owners and stakeholders, ensuring comprehensive requirements capture.
* Reviewed and meticulously gathered requirements from Subject Matter Experts (SMEs) and stakeholders using elicitation techniques. Produced Scope Management Documents, Business Requirement Document (BRD), and Functional Requirement Document (FRD) to incorporate new features into the current website, reducing scope-related issues by 20%.
* Worked on data that was a combination of unstructured and structured data from multiple sources and automated the cleaning using Python scripts
* Developed, maintained, and improved databases used for tracking data, generating reports, and addressing management queries, enhancing data-driven decision-making.
* Worked on gathering analytics and data mining to drive business decisions, providing valuable insights for strategic planning.
* Collaborated closely with the Corporate Vendor Management team to ensure alignment with outsource strategy, particularly in call segmentation and resource utilization, leading to a 20% improvement in operational efficiency.
* Conducted in-depth GAP analysis by comparing requirements with the current and improved website. Identified gaps using outcome analysis and proxy benchmarking, and documented the GAP analysis report, facilitating targeted improvements.
* Performed Root Cause Analysis using techniques like 5 Whys, Fishbone, and affinity diagram to optimize processes, leading to a 15% increase in process efficiency.
* Engaged with and trained key stakeholders across marketing and sales to drive user behavior and identify development and business improvement opportunities, fostering a culture of continuous improvement.
* Generated Test Cases for various reports on the data marts, ensuring the timely update of Test Case documents, and consequently improving testing efficiency, reducing defects by 10%.

**PROJECTS**

**Fantasy Football Modeling**

* Aggregated and prepped 6 years of NFL fantasy football projection data from 8 independent sources into MySQL database, which improved winning streak by 78%
* Built a random forest model in scikit-learn that combined disparate sources into one projection that outperformed the mean absolute error of the next best projection by 14%

**Movie Recommendation Engine**

* Prepped IMDB and Rotten Tomatoes data and used knearest-neighbors in scikit-learn to build an improved movie recommendation system
* Saved an average of 17 minutes on movie selection relative to previous methodology
* Built visualizations in Tableau to show how ratings changed and how the model performed over time

**Digital Analytics Association (DAA)**

* Led Gender and Age detection project leveraging data from organizational membership and associated websites.
* Created a Python application that predicts the age and gender of a site visitor based on a single image.
* Used computer vision tools to recognize digital images and Deep Learning to determine age and gender based on facial characteristics.
* Published applications including AI algorithms that accounted for makeup, facial expressions, lighting, and obstructions in gender and age detection.