**RAVALI KANDEPANENI**

 **SUMMARY** :

* Accomplished IT Professional working as a Business Analyst with 8 years of experience in **Business Requirement Gathering**, **Business Analysis and Joint Application Development (JAD) sessions** with clients, and referring to accessible documentation and procedure.
* Mid level experience in analysis, design, development , testing, implementing Client-Server & Web based environment using Microsoft **.NET Framework** including C#, **Web** **services**, Object Oriented design, Windows Applications, Web Forms, SQL Server, Java Script.
* Analyzed and synthesized results from JAD and other requirements processes and transformed those into **Business Requirement Document (BRD), Functional Requirement Specifications Document (FRD) and Use Case Narratives.**
* **Converted RFP documents to requirements** and **elicited clear requirements from difficult stakeholders.**
* Conducted **Brainstorming** sessions, **GAP Analysis** (As-Is system and To-be system), **SWOT Analysis**, Cost Benefit Analysis, Risk Analysis, Impact Analysis, and prepared Training Manuals and Knowledge Transfer manuals.
* Competent in Creating **Unified Modeling Language** (**UML**) diagrams using MS Visio such as **Use** **Case** **Diagrams**, **Activity Diagrams**, and **Sequence Diagrams.**
* Expertise in **Business Process Improvement (BPI)**, **Business Process Reengineering (BPR), Business Process Flow (BPF)**, **Business Process Modeling (BPM), Change Management.**
* Fecilitated in  **User Acceptance Testing(UAT)** Analysis.
* Strong background with **Jira** demonstrated ability to apply critical thinking skills and a logic based approach to problem solving
* Extensive Experience with Business Objects, Excel and **SQL**, generating reports from a data warehouse.
* Lead multiple phases of Project Implementation, End-User Training and provide support applications that are in production.
* Proficiency in preparing **RTM** (Requirement Traceability Matrix) documents.
* In-depth knowledge of the **Software Development Life Cycle** including **Waterfall, and Agile Scrum** andcreating **screen Mock ups** using **Axure, Balsamiq.**
* Possess excellent interpersonal and communication skills and has proven to be a goal-oriented and resourceful professional.
* Ability to collaborate with Project stakeholders and used the **MoSCoW** method to identify the requirements of a proposed project and coordinate testing strategy of all solution components.
* Experienced with training and mentoring team members with regards to product knowledge and business processes. Creative and aggressive self-starter attitude with the ability to maintain positive relationships with stakeholders.

**TECHNICAL SKILLS**:

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| **Business Skills** | RequirementsGathering and Analysis, Functional/Non Functional Requirements,ChangeManagement, Project management, Impact Analysis,thirdpartyvendors, Risk analysis, Cost-Benefit analysis, JAD sessions, SWOT analysis, GAP analysis, Feasibility study, supply chain, project planning, User Acceptance Testing (UAT). |
| **Business Modelling Tools** | MS Visio, MS Project, MS Access, MS Office Suite, google suite, Axure, Balsamiq. |
| **Languages** | C, C++, HTML, XML, Java,.NET, SQL, Visual Basic. |
| **Database** | ORACLE, SQL Server, Power BI, MS Access. |
| **Operating Systems / Platforms** | Windows XP, Windows 7/8/10, Unix, Linux. |
| **SDLC Methodologies** | Agile Scrum, Waterfall. |
| **Mainframe System** | Ecometry. |

**EDUCATION**

**Bachelor’s degree in Electronics And Instrumentation** – Jawaharlal Nehru Technological University (JNTU)/2007, India.

**PROFESSIONAL EXPERIENCE**

**Herbalife Nutrition – California, Los Angeles Sept 2021 – Present**

**Role: Business Analyst**

HERBALIFE NUTRITION is a global Nutrition company offering a range of science – based nutrition products that include weight management, nutrition supplements and personal care products intended to support a healthy lifestyle.

 **Responsibilities :**

* Working closely with business stakeholders to understand their needs, objectives and challenges
* Prepared Agenda and facilitating meetings with SME’s, product owners to elicit requirements and capture Minutes of Meetings (MOM’s)
* Analyzing business requirements, processes and workflows
* Creating **Business Requirement, Functional Requirement** documents and also expertise in handling product support incidents and Change requests
* Collaborating with technology teams to design solution that meet business needs
* Proposing practical solution to address business challenges. Conduct **Risk analysis**, impact analysis and prepare training documents
* Ensure that proposed solutions align with the organization’s goals and technological capabilities
* Created API documentation using Swagger, making the API accessible for internal and external developers.
* Serving as a liaison between stakeholders and technology teams
* Creating detailed documentation including business requirements, process flows, use cases and user stories
* Led the creation of data extensions and trigger sends within **Salesforce Marketing Cloud**, facilitating seamless communication and targeted marketing campaigns
* Present findings, recommendations and project updates to various audiences
* Maintain accurate and uptodate project documentation throughout project lifecycle
* Participate in system testing, **UAT ( user acceptance testing** ) and validation of implemented solutions
* Orchestrated process mapping sessions by collaborating with business stakeholders to grasp their needs and challenges
* Identify areas for process optimization and efficiency enhancement
* Recommending process improvements and assist in their implementation
* Conducting **workshops, brainstorming** sessions and prepare knowledge transfer manuals
* Fecilitated scrum ceremonies (Sprint planning, Daily scrum, Sprint Review and Retrospective) in teams
* Creating **Road maps** in a project for all the activities from inception to production

**Environment:** Snow, Azure Devops, SQL 2018, MS Visio, Jira, Sharepoint, Salesforce Marketing cloud, Admin tool- utility

**Levenger - Delray Beach, FL Oct 2017 – Aug 2021**

**Role: IT Business Analyst**

LEVENGER is an upscale catalog, Internet and retail company specializing in providing solutions for serious readers, writers and thinkers.

**Responsibilities:**

* Involved in business analysis and project management, coordinating between the team members, and creating test plans according to the business requirements.
* Worked closely with the Scrum Master in planning, coordination and implementing scrum methodology.
* Conducted **Requirement analysis** and design walk-throughs with the designers, developers and Retail management staff.
* Used the **MoSCoW** technique for prioritization of the product backlog items to move onto the appropriate sprints during the sprint planning meetings.
* Produced System Diagrams, Business Requirements, Report Specifications, workflows and other documentation as required for Project Analysis, Planning and Design.
* Conducted **JAD** sessions with the users and the developers to analyse and understand the product development process.
* Defined and documented the vision and scope of the project.
* Gathered requirements, developed Process Model and detailed Business Policies.
* Integrated third-party APIs (e.g., payment gateways) to enhance application functionality.
* Worked with the project manager to develop a standard change management process to continually improve the software processes used in the organization with the intent of improving software quality, increasing productivity, and decreasing the cycle time for product development.
* Created and maintained the **Requirements Traceability Matrix** (RTM).
* Designed and developed **Use Cases, Activity Diagrams, Sequence Diagrams**, OOD (Object oriented Design) using **UML** and **Visio.**
* Involved in writing and implementation of the test plan, and various test cases for **UAT**.
* Prepared the business workflow using MS-Visio with input, output, pre and post conditions.
* Enhanced test cases and scripts by adding the required functionality as per the new business requirements.
* Communicated with development team to resolve the issues, performed regression testing to verify bug fixes.
* Testing reports & web application using manual testing in development & staging environments.
* Analysed different shipping solutions to pick the best suited solution for Levenger warehouse operations and gathered the requirements from warehouse users to send to the third party.
* Involved in the requirement gathering for developing **Content management tools** to manage the content of the website that are developed exclusively for Levenger.
* Conducted projects by interacting with other departments which includes Marketing, Merchandising, Finance and IT to achieve deadlines timely and proficiently.
* Good Knowledge of Retail supply chain Ecosystem for products like Labelling, Packaging and Distribution.
* Managing Amazon channel for Levenger. Analyzing Amazon shipping revenue reports and making changes to the shipping templates to better serve Levenger and Customers.
* Design Mockups screens created using **Axure** depending on the application**.**

**Environment:** Agile, Scrum, Jira, .Net, MS Visio, MS-Office suite, Google Suite, Balsamiq, Axure, Windows 10, SQL.

**IT IDEOLOGY- New Jersey June 2016 - Sept 2017**

**Role: Business Analyst**

IT Ideology is a team of professionals who are involved in evolving and creating high quality products for all kinds of clients. The products that are created by us are varied and suited for different people for varied purposes. Business entrepreneurs, individuals, companies, large corporate are some of the various clients who have been serviced by us.

**Private Client Portal:**

A private tele project to deliver the preferential services to the private clients by using the latest technological services. This portal enables to provide most services without any need to visit the branch to follow-up on loan and other additional services.

**Responsibilities:**

* Analysed the scope document and the current business processes to gain better understanding of the project. Interviewed subject matter experts (**SME**) asking appropriate questions and carefully documenting their requirements, processes thus forming a communication link between business and technical units.
* Elicited requirements by identifying system users and conducting interviews.
* Analyse impact of **Change Requests** and manage the requirements.
* Actively engage with the Software Developers, QA, and Implementation team to ensure product is being developed based on business/users requirements and delivered on time.
* Collaborate with the leadership team to discuss/resolve issues related to the Sprint Release Schedule.
* Conducted the **sprint-planning meeting, daily scrum meeting, sprint review meeting and sprint retrospective**.
* Actively perform PM approval – primarily responsible for the configuration, testing & deployment of the software product (determining if user stories are a ‘Go’ or ‘No Go’)
* Collaborate with offshore and onshore Dev/Testing Team to ensure Release schedule aligns with the Roadmap.
* Conducted **Brainstorming** sessions and requirement **workshops** with business stakeholders to gather high-level requirements.
* Communicate, engage/support the Marketing Team, Customer Expert Team, Customer Care Team, Customer Success Team, Directors, and various departments to provide essential product enhancements and development support throughout the project
* Break down high-level product design concepts into **business requirements** and detailed **functional requirements** for development.
* Identifies potential technical problems or design flaws so that preventive action can be taken
* Performs research (in the form of internet searches, reading books, attending seminars, interviewing industry experts, etc.) to augment understanding of business processes and user requirements
* Assisted the PM in performing Risk Assessment, Management and Mitigation.

**Environment**: Agile, Lucid Chart, Scrum, SQL, UML, UAT, MS Word, TFS,MS Excel, MS PowerPoint, MS Access, MS Visio and MS Project.