Saiteja Bheemreddy

Business Analyst

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SUMMARY

Business Analyst with approximately 4 years of experience delivering actionable insights and driving strategic changes across various industries. Adept in identifying and collecting business needs, assessing the gaps, and creating detailed documentation such as BRD and FRD to facilitate solution design and deployment. Working with cross-functional teams, knowledge of SQL, Excel, Power BI, and experience in using industry knowledge to support strategic projects.

SKILLS

Methodologies: SDLC, Agile/Scrum, Waterfall

Documentation: FRD, BRD, SRS

Project Management Tools: MS Project, MS Excel, MS SharePoint

Analysis Skills: SQL, Python, MS Excel (Pivot Tables, VLOOKUP, Macros), Cost/benefit analysis, Impact analysis, GAP analysis, Risk analysis, SWOT analysis

Business intelligence tools: Power BI, Tableau

Tracking / Other Skills: Jira, Microsoft Visio, HP Quality Center, JAD, Rational ClearQuest, RTM, UAT

ERP and CRM Systems: MS Dynamics Nav, JD Edwards, Zendesk, Freshdesk

Operating System: Windows, Linux

EXPERIENCE

Business Analyst   **January 2024 – Present**

Humana   **USA**

- Collaborated with stakeholders to identify, document, and prioritize business needs and objectives, ensuring alignment with organizational goals.
- Used Excel, Tableau, and SQL to analyze data and create reports that captured business metrics to inform decision-making.
- Implemented Agile methodologies in business solutions and reduced the project delivery time by 25%.
- Coordinated with other departments to identify and prioritize feature requirements for software development, tracking and delivering product features.
- Created and sustained management and executive scorecards and metrics to provide leadership with current status and business performance indicators.
- Conducted a gap analysis and made suggestions for change that customer satisfaction ratings significantly.
- Supported the implementation of new software systems, enhancing data quality and reporting in various departments.
- Used process flow diagrams, business process models, and other documents to present the results and the recommendations.
- Proficient in Zendesk and Freshdesk platforms, to streamline customer support processes, optimize ticket management, and extract valuable insights for enhancing customer experience and operational efficiency by 25%.
- Implemented Python-based solutions to automate the extraction and transformation of data, integrating with SQL databases to support faster reporting.

Business Analyst   **September 2019 – June 2022**

Experion Technologies   **India**

- Analyzed market trends, competitor strategies, and customer feedback to provide actionable insights for business growth.
- Conducted in-depth data analysis using SQL and Excel to identify patterns, driving 15% improvement in decision-making effectiveness.
- Developed and maintained dashboards and reports to track key performance indicators (KPIs) and monitor business performance, to achieve a growth of 10%.
- Cooperated with multiple teams to develop and implement process improvements, resulting in a 20% increase in efficiency.
- Implemented hands-on workshops and one-on-one coaching to guide end-users through new system features and processes, resulting in a 25% increase in productivity and a 20% reduction in errors
- Developed use cases, created Screen Mockups, led Gap Analysis and Impact Analysis, SWOT analysis, Cost-Benefit Analysis, and Risk Analysis.
- Addressed stakeholders to perform UAT and guarantee that solutions fit the business requirements and expectations with 100% satisfaction among the stakeholders.

EDUCATION

Masters in Information Technology Management,
Campbellsville University, Louisville, Kentucky   **January 2023-May 2024**

Bachelors in Information Technology Management,
Vignan Institute of Technology and Science, India   **August 2016-September 2020**