Thanmai Tokala

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**Summary**

Business Analyst with over 4 years of experience in eliciting, documenting, and analyzing business requirements using tools like JIRA, Confluence, and MS Visio. Proficient in SQL, Excel, and Python for complex data analysis and skilled in creating dynamic dashboards using Tableau and Power BI. Adept in Agile and Waterfall environments, stakeholder collaboration, BPMN modeling, Lean and Six Sigma optimization, and preparing BRDs, FRDs, and user stories for impactful solutions.

**Education**

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| **University of Colorado Denver,** Master of Science in Information Systems | **Denver, Colorado USA** |
| **ICFAI University,** Bachelor of Technology in Electronics & Communication Engineering | **Hyderabad, India** |

**Technical Skills**

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| **Methodology:** | SDLC, Agile, Waterfall, Kanban, six sigma |
| **Programming Languages:** | Python, R, SQL, SAS, C |
| **Analytics:** | Tableau, PowerBI, MS Excel, PostgreSQL, Microsoft SQL Server. |
| **Documentations:** | FRD, BRD, SRS, User Guide, User Stories, Use cases. |
| **Project Management Tools:** | MS Project, Jira, Slack, Azure DevOps, Notion, Confluence. |
| **Cloud Computing Platforms:** | AWS, GCP. |
| **Visualization Tools:** | MS Visio, Figma, Adobe XD, Lucidchart. |
| **Version Control:** | Git, SVN |
| **Other Skills:****Professional Experience** | KPI, UAT, Test Plans, Alteryx, Requirement gathering, Google Analytics, Data Analysis, MS Visio, JAD, MS 360, Web XP, Software development & testing, Data Modelling, Database Knowledge, Business Intelligence (BI) Tools, Process Mapping, User Experience (UX) Understanding, Quality Assurance (QA) Knowledge, Prototyping, Cost/benefit Analysis, Impact Analysis, GAP Analysis, Risk Analysis, SWOT Analysis, Negotiation, Decision-Making, Documentation, and Presentation, Sprint Planning |

**Kaiser Permanente, Denver, CO| Business Analyst Sep 2023- Present**

* Led the development of a comprehensive staffing model for a healthcare provider, optimizing resource allocation by analyzing appointment supply and demand trends using SQL and Tableau, resulting in a 15% increase in scheduling efficiency.
* Conducted financial and operational assessments using SWOT analysis and system value chain methodologies to evaluate performance improvement opportunities, driving actionable insights for clinical department leadership.
* Designed and implemented predictive models using Python and SAS to forecast patient volume trends, enabling data-driven decision- making and improving operational planning accuracy by 20%.
* Using tools like Azure Resource Manager (ARM) templates, Bicep, or Terraform for defining and deploying infrastructure Monitoring and managing security policies and compliance across Azure resources. Collecting, analyzing, and acting on telemetry data from your Azure resources to ensure optimal performance and health.
* Partnered with cross-functional teams to create dynamic dashboards in Tableau, streamlining the reporting of key performance indicators (KPIs) such as income, expenses, and utilization metrics, enhancing visibility for senior leadership.
* Conducted variance analyses of operational and financial performance, identifying cost recovery opportunities and recommending strategies that achieved a 10% reduction in overall operational costs.

**Accenture, India | Business Analyst Jul 2020- Aug 2022**

* Led the analysis and redesign of business processes and systems for a retail organization, focusing on improving operational efficiency and integrating technology solutions using SAP for Retail.
* Collaborated closely with cross-functional teams to gather and document business requirements, ensuring alignment with the organization's business model and technology strategy.
* Conducted in-depth business process analysis and modeling to identify gaps and recommend process improvements, enhancing overall business performance by 20%.
* Designed and implemented a business solution that defined the future state of operations, integrating SAP for Retail to streamline inventory management, reduce costs, and increase sales by 15%.
* Managed stakeholder engagement, facilitating workshops to capture key customer requirements and ensuring seamless communication between technical and non-technical teams.
* Developed comprehensive project documentation, including functional specifications, user manuals, and business cases to support decision-making processes.
* Utilized data analysis and visualization tools to synthesize business insights, contributing to key decisions that improved customer satisfaction and optimized resource allocation.