

AKSHITHA CHILUMULA

BUSINESS ANALYST

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SUMMARY

Business Analyst with approximately 5 years of experience in analyzing business processes, gathering requirements, and providing data-driven insights to support decision-making. Skilled in a wide array of methodologies and tools, with expertise in Excel, Word, PowerPoint, MS Project, MS Visio, and SQL. Proficient in analytical tools such as Power BI, Tableau, and Google Analytics, and experienced in data integration and management using Excel Power Query and Microsoft Access. Strong background in ERP systems, including SAP (S/4HANA, SAP IBP, SAP APO) and Oracle E-Business Suite, with a solid understanding of supply chain management processes, inventory management, demand forecasting, and logistics. Demonstrates strong abilities in business requirements elicitation, process modeling, cost/benefit analysis, gap analysis, JAD sessions, UAT, risk analysis, and the development of functional specifications. Highly skilled in technical documentation and API integration.

WORK EXPERIENCE

Humana -USA

Business Analyst | Feb 2024- Current

- Led a cross-functional team to gather comprehensive business requirements through workshops and interviews, refining project scope and reducing rework by 12%.
- Translated business requirements into detailed functional and technical specifications, including system integration and API documentation.
- Designed and managed data flow and modeling processes using MS Visio and Power BI, enhancing data architecture efficiency and ensuring data integrity.
- Implemented Agile methodologies, including user stories and acceptance criteria, aligning project deliverables with business objectives and improving team collaboration.
- Identified and resolved process bottlenecks through data-driven insights, implementing solutions that achieved a 9% increase in operational efficiency.
- Spearheaded the successful implementation and training of a new CRM system, resulting in a 13% reduction in customer response time.
- Developed interactive dashboards and visualizations in Power BI and Tableau, providing executives with key sales metrics and actionable insights.
- Performed complex data analysis using SQL and Excel Power Query, uncovering trends in sales performance and identifying underperforming regions.
- Created and maintained dynamic Excel dashboards and reports for sales managers, leveraging advanced Excel functions and VBA for automation.
- Designed and executed ETL processes using tools like SQL Server Integration Services (SSIS) to integrate data from various sources into centralized reporting systems.
- Developed technical documentation for system integrations, API interfaces, and data migration strategies.
- Managed ERP-related projects, working with systems like SAP S/4HANA and Oracle E-Business Suite to streamline business processes.
- Collaborated with supply chain teams to optimize inventory management and demand forecasting, improving logistics efficiency.
- Produced detailed reports and presentations for stakeholders in collaboration with senior analysts, driving data-driven decision-making.

CitiusTech - India

Business Analyst | Jan 2018- Dec 2021

- Conducted extensive market research and competitive analysis, aiding in the development of effective product positioning strategies.
- Liaised with development teams to define and document user stories, converting business requirements into technical specifications and technical design documents.
- Facilitated collaboration between business users and management to gather requirements, develop use cases, and create functional specifications.

- Conducted thorough gap analysis, documenting discrepancies between business needs and system capabilities.
- Contributed to user acceptance testing (UAT), identifying and addressing issues to achieve a 7% improvement in customer satisfaction.
- Designed and developed data visualizations using Tableau, enhancing stakeholder engagement by 11%.
- Authored comprehensive documentation including Business Case, BRD, FRD, Use Cases, Business Rules, and Process Flows.
- Created and delivered training materials and sessions to support successful user adoption of new systems.
- Performed detailed data analysis to identify trends and optimize marketing strategies and product performance.
- Utilized JIRA for issue tracking and project management, ensuring timely delivery of project milestones and facilitating Agile sprint planning.
- Supported integration of data sources into business intelligence tools, streamlining reporting and analysis.
- Managed ERP system implementation, focusing on SAP IBP and SAP APO modules to improve supply chain visibility.
- Implemented automated reporting solutions using SQL for enhanced data analysis and reporting efficiency.

SKILLS

• Methodology: SDLC, Agile, Scrum, Kanban
• ERP Systems: SAP (S/4HANA, SAP IBP, SAP APO), Oracle E-Business Suite
• Supply Chain Management: Inventory Management, Demand Forecasting, Logistics, Supply Chain Processes
• Reporting & Visualization Tools: Power BI, Tableau, MS Excel, MS SharePoint, PowerPoint, Microsoft Access
• Database: SQL Server, MySQL, Oracle
• Data Integration & Management: Excel Power Query, SQL Server Integration Services (SSIS), Microsoft Access
• Programming & Automation: SQL, VBA
• Documentation: FRD, BRD, SRS, Use Case Document, User Stories, UML, RTM, API Documentation
• Analysis: Cost/Benefit Analysis, Impact Analysis, Gap Analysis, Risk Analysis, SWOT Analysis
• Operating Systems: Windows, Linux
• Tracking & Other Tools: GIT, JIRA, ServiceNow, MS Visio, JAD, UAT, ERP, CRM, Ad Hoc Analytics

EDUCATION

Masters in information technology– Dec2023
Kennesaw State University, Atlanta GA, USA

Bachelorin Science, Electronics and Computer Engineering – July 2019
Sreenidhi Institute College, India