**Deepthi Garlapati**

**Business Analyst II**

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Coral Springs, FL - 33076

**Professional Summary:**

* Experienced professional with experience leading teams to achieve objectives. Known for being an intelligent, skilled person with a track record of efficiently and promptly completing deadlines and the ability to prioritize my daily work effort while working on numerous tasks at once.
* Exceptional Business Analyst at World Fuel Services with a track record of success in improving software integrations and moving important systems to the cloud.
* Excelling in migrating critical systems to the cloud and enhancing software integrations.
* Proficient in both project management and data analysis, with a strong ability to connect technical and business needs, greatly increasing system efficiency.
* Proven ability to lead in fast-paced settings and facilitate efficient team communication.
* Expert in Agile project methodologies with a proven track record of managing large-scale projects and multiple sprints.

**Skills: -**

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| --- | --- | --- |
| Requirements Gathering | Technical documentation | Data Analysis |
| Quality Assurance (QA) | Microsoft Office Suite | Agile methodologies |
| SQL Proficiency  User Story Creation  EDI | Order to cash (Oracle)  Process Mapping & Documentation | API  UAT |

**Tools: -**

|  |  |  |
| --- | --- | --- |
| Confluence | Postman | SOA |
| NewRelic | OpsGenie | SQL |
| FileZilla  Miro | Box | Jira |

**Professional Experience:**

**Client: World Kinect Corporation (Formerly World Fuel Services) Doral, FL Mar 2021 – Dec 2024**

**Business Analyst II**

* Functioned as the primary interface among business stakeholders, third-party vendors (High Radius), and the IT development team to facilitate the deployment of a Collections application.
* Led a comprehensive project to migrate **Oracle E-Business Suite R12** (Order to cash) applications from on-premises infrastructure to Cloud, resulting in enhanced scalability, reduced operational costs, and improved disaster recovery capabilities.
* Spearheaded cross-functional teams in executing data migration, application configuration, and performance tuning, ensuring seamless integration with existing enterprise systems.
* Led requirements gathering, technical specification development, and integration processes. Led the implementation of a new SDLC process, resulting in a 50% improvement in project delivery times by effectively utilizing **Jira** and **Microsoft Office** World Kinect for documentation and tracking.
* Conducted impact analysis and feasibility studies during the initiation phase of new projects.
* Monitored key performance indicators (KPIs) to assess the effectiveness of development efforts.
* Engaged with business to understand and document new product requirements within agile environment.
* Participated in IT and Engineering discussions to understand and influence integration elements between business systems and product.
* Created Jira user stories, Business requirement documents, Visio conversational flow designs and more.
* Utilized various project management techniques to effectively facilitate change management for validated and non-validated software systems, managing the scope within the project.
* Participated in post-mortem analysis to drive continuous improvement in future SDLC cycles.
* Ensured seamless communication and collaboration across all parties, resulting in efficient issue resolution and successful project implementation. Conducted system testing, user acceptance testing (UAT), and provided post-deployment support to ensure optimal performance and user satisfaction.
* Played key role in moving files from File Net to Box.
* Act as liaison between business and technical developers through solution delivery lifecycle.
* Worked with project team to ensure that logical and physical data models were developed in line with key standards and guidelines.
* Actively participated in team meetings to share knowledge, exchange ideas, address challenges, and collaborate on potential solutions.
* Lead team iteration ceremonies (stand ups, elaboration, refinement, review, planning, demos, retrospective)
* Provided feedback loops during each iteration to ensure alignment with business goals and customer needs.
* Help write Jira user stories and define acceptance criteria based on product owner's quarterly initiative prioritization.
* Maintain quarterly metrics (sprint deployments, production issues, velocity trends, CSAT scores)
* Help perform requirements gathering, regression testing, functional testing, user acceptance testing, and code releases via Jira-Bamboo integration.
* Assisted in documenting cross-functional business requirements and test scenarios for UAT.
* Identified bugs and worked with IT development team to drive to closure.
* Created a traceability matrix to ensure that the requirements / technical design documentation and test cases were aligned. This also helps to easily identify which requirements failed testing / defects.
* Documented a testing plan that highlights the items to be tested, the environment that testing is being performed in and the items to be tested or scope of testing.
* Write Oracle SQL queries to gather data and to assess data quality.
* Managed SOA composites to bring up and down the servers.
* Worked and assisted in trouble shooting issues related to 3rd party invoices (Edicom, Ricoh).

**Client: World Kinect Corporation (Formerly World Fuel Services) Doral, FL** **Jan 2018 – Mar 2021**

**Business Analyst I**

* Acted as a liaison between business, 3rd party (FIS) and IT development team in supporting enhancements and maintenance for the Getpaid application.
* Played a key role in upgrading Oracle 11i on-prem to Oracle R12.
* Had a major role in API requirements gathering for API which helped customers to view the invoices in portals and make payments.
* Performed API testing using Postman and presided the defect meetings for resolutions.
* Provide day-to-day production support and off-hours support as required.
* Developed high-quality documentation to support training efforts, helping employees fully understand new systems and procedures.
* Performed gap analysis between existing systems or processes and desired state, identifying areas for improvement or enhancement.
* Reviewed strategic approaches and effectiveness of support function and business performance.
* Create user stories and define clear and concise acceptance criteria Gherkin.
* Performed UAT activities with the business users.
* Created test cases based on the requirements.
* Worked with Project and Release Management to sequence/coordinate development activities within software development environment methodologies.
* Conducted Agile ceremonies like Sprint planning, Daily standup meeting, story grooming sessions, product backlog refinement, sprint review and sprint retrospective.

**Client: World Kinect Corporation (Formerly World Fuel Services) Doral, FL**  **Mar 2016 – Dec 2017**

**Tax Analyst / Jr Business Analyst**

* Ensured alignment with business goals and regulatory standards, business stakeholders and IT development teams collaborated to support and improve the Oracle Tax module.
* Carried out proactive monitoring and troubleshooting procedures to investigate and resolve system issues, minimizing downtime and increasing operational efficiency.
* Tax processing times were shortened by 15% as a result of the cross-functional teams' collaborative design and implementation of system enhancements.
* Detailed technical specifications and user manuals were created and recorded with the purpose of improving the tax module and easing the training and adoption of users.
* Regression testing was done in addition to rigorous testing of system changes to guarantee smooth functionality and integration.
* Provide prompt resolutions to ensure business continuity by providing daily support for tax-related questions and concerns.
* Maintained and generated comprehensive tax reports, ensuring accuracy and compliance with corporate and legal standards.
* Led training sessions for end-users on new features and functionalities of the tax module, improving user proficiency and reducing support calls.
* Analysed and reported on system performance metrics, identifying areas for further optimization and contributing to continuous improvement initiatives.

**Education & Certification:**

* Certified Scrum Master (CSM)
* Bachelor of Technology, Jawaharlal Nehru Technological University - India