Hemanth Pothineni

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SUMMARY

- Business Analyst with around 5 years of hands-of extensive experience on success driving operational improvements and delivering data-centric solutions.
- Adept at translating business needs into actionable insights over structured requirement analysis, process mapping, and solution design.
- Expertise in creating interactive reports and performance dashboards using tools such as Power BI, Tableau, and Excel to support key business objectives.
- Well-versed in both Agile and Waterfall frameworks, with a strong background in preparing user stories, use cases, and detailed functional documentation.
- Proven ability to perform SWOT, cost-benefit, and root cause analyses to guide strategic decisions.
- Skilled in utilizing platforms like JIRA, Confluence, Lucidchart, and MS Visio, and leveraging SQL and Python for data validation and analysis.
- Recognized for effective communication and cross-functional collaboration to bridge the gap between business and technical teams.

EXPERIENCE

Metamor Systems   **04/2024 - Present**
Business Consultant   **Carmel, IN**

- Advised clients on aligning technology initiatives with business objectives, contributing to a 20% increase in project ROI through solution-focused consulting.
- Distributed strategic assessments and roadmaps by evaluating operational workflows, identifying bottlenecks, and recommending process redesigns that led to a 15% improvement in service delivery.
- Defined solution scope, business cases, and KPIs by working closely with executive stakeholders and product owners, reducing misalignment and accelerating stakeholder approvals.
- Facilitated over 10 stakeholder alignment sessions, executive briefings, and strategic planning workshops, resulting in clearer governance models and increased stakeholder engagement.
- Created functional designs, wireframes, and data flow diagrams using Lucidchart, and Balsamiq, helping development teams reduce rework and increase design accuracy.
- Oversaw the delivery of Agile consulting engagements, managing product backlogs, user story grooming, and UAT facilitation, enhancing delivery speed and user adoption by 25%.
- Produced detailed business requirement documents (BRDs) and functional specifications, and partnered with QA teams to define test strategies and execute test plans, cutting post-release defects by 30%.
- Replaced as a strategic advisor between C-level stakeholders and technical leads, reducing scope creep and ensuring consistent alignment throughout the SDLC.

Maternal 911 Education Systems   **07/2023 - 12/2023**
Business Data Analyst   **Ithaca, MI**

- Translated stakeholder requirements into structured datasets and analytical models, supporting cross-functional initiatives with insights that contributed to a 20% improvement in operational performance.
- Implemented Python (Pandas, NumPy, Matplotlib) to analyze complex datasets, identifying key patterns that guided optimization strategies across business operations.
- Constructed and maintained 10+ executive-level dashboards in Tableau, simplifying KPI tracking and enabling timely, data-informed decisions that enhanced strategic goal execution.
- Investigated anomalies in claims and financial data through root cause analysis, leading to a 25% reduction in billing errors and improved revenue forecasting accuracy.
- Updated cloud-based data analytics workflows using AWS, Snowflake, and GCP, and enhanced PostgreSQL and Oracle queries to achieve a 30% increase in processing speed.
- Leveraged JIRA and MS Project for task tracking, dependency management, and project reporting, achieving 90% stakeholder satisfaction through consistent and transparent delivery cycles.
- Monitored data pipeline performance and flagged anomalies, enabling early intervention and reducing downtime by 20% in automated reporting processes.

Hexaware Technologies 01/2019 - 11/2021
Business Analyst India

- Facilitated cross-functional discovery sessions and stakeholder interviews to define business needs, resulting in detailed solution documentation that improved delivery timelines and reduced scope ambiguity.
- Mapped current vs. future state processes to highlight system gaps, contributing to a 25% gain in workflow efficiency by recommending automation and system enhancements.
- Designed executive dashboards and operational reports using Power BI and Tableau, delivering real-time insights into KPIs such as patient outcomes and claim cycle times.
- Led the evaluation of 15+ business initiatives using cost-benefit, risk, and impact assessments, improving prioritization and resource allocation across enterprise portfolios.
- Collaborated in Agile ceremonies including daily standups, sprint reviews, and backlog grooming to ensure consistent delivery of high-impact features aligned with business priorities.
- Created adoption strategies and training plans for system rollouts, driving a 35% increase in end-user engagement and minimizing resistance during transitions.
- Leveraged SQL to query large datasets for root cause analysis, identifying behavioral patterns and contributing to a 15% reduction in churn through tailored retention strategies.
- Worked with compliance and informatics teams to support Medicare/Medicaid reporting, validating mappings for ICD-10, CPT, and HL7 standards to ensure accurate regulatory submissions.

SKILLS

- **Methodologies:** Software Development Life Cycle (SDLC), Agile, Waterfall, Lean Six Sigma, DevOps
- **Documentation:** FRD, BRD, SRS, Use Cases, User Stories, Acceptance Criteria, Process Flows, User Manuals, Data Dictionaries, Test Cases, Test Plans
- **Languages and Scripting:** SQL, Python, R, Postgres
- **Project Tools:** MS Project, MS SharePoint, Trello, Asana, Monday.com, Notion
- **Requirement Tools:** Jira, Confluence, IBM DOORS, Jama Connect
- **Visualization Tools:** Tableau, Power BI, Qlik, Google Data Studio, Excel, Lucidchart, Visio
- **Operating System and Cloud Platforms:** AWS (S3, EC2, QuickSight), Azure, GCP, Windows, Linux, Mac
- **Analysis Techniques:** GAP Analysis, SWOT, Risk Analysis, Cost/Benefit Analysis, Impact Analysis, Root Cause Analysis
- **Testing Skills:** UAT, RTM, Test Case Review, HP Quality Center, TestRail, Postman
- **Stakeholder Engagement:** JAD Sessions, Stakeholder Interviews, Workshops, Focus Groups, Conflict Resolution
- **Soft Skills:** Communication, Problem-Solving, Critical Thinking, Negotiation, Leadership, Time Management, Decision-Making, Presentation & Documentation

EDUCATION

Master of Science in Operations Management and Information Systems 12/2023
Northern Illinois University Dekalb, USA

CERTIFICATIONS

- Project Management Professional (PMI-PMP)
- Certified Scrum Product Owner (CSPO)
- Certified Lean Six Sigma Green Belt (CSSGB)
- Certified Azure Administrator Associate
- Certified Power BI data analytics Associate
- Certified Tableau Professional