

CHATHURYA KOLLI

Business Analyst | Data Analyst

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Professional Summary

Detail-oriented and versatile Business Analyst and Data Analyst with around 3 years of experience in gathering business requirements, analyzing complex datasets, and building actionable insights to support data-driven decision-making. Skilled at collaborating with cross-functional teams to translate business needs into technical solutions. Proficient in SQL, Python, Tableau, Power BI, JIRA, and Agile frameworks. Adept at enhancing operational efficiency, developing KPIs, and supporting product development through informed analysis and stakeholder communication.

Professional Experience

Business Analyst, Capital One - USA

Feb 2024 – Present

Responsibilities: -

- Leveraged Python, R, and SQL for data analysis, delivering insights that optimized processes and improved efficiency by 15%.
- Created interactive dashboards and detailed reports using Tableau, Power BI, and QlikView, which enhanced data visualization and stakeholder understanding by 20%.
- Gathered and documented business requirements, collaborating with stakeholders to define project scope and objectives.
- Conducted elicitation workshops (JAD) and SWOT analysis, Impact analysis, Cost-Benefit Analysis while communicating project updates and recommendations to senior management.
- Streamlined supply chain and customer relationship management (CRM) processes, resulting in better service delivery and 20% efficiency gains.
- Collaborated on requirements gathering sessions and used case development to ensure project requirements aligned with business goals.
- Applied Agile methodologies (Scrum, Kanban) and managed project workflows in Jira and ServiceNow, achieving a 98% on-time project delivery rate.
- Developed process flow diagrams and UML models to document system functionalities.
- Conducted data validation during UAT and developed test cases ensuring solution accuracy before go-live.
- Partnered with the data engineering team to automate ETL workflows using Airflow and Python, reducing report preparation time by 35%.
- Created financial forecasting models using historical data trends and Python statistical libraries, assisting executive leadership with quarterly planning.
- Delivered ad-hoc analyses that influenced key business KPIs, achieving a 15% increase in customer acquisition strategies.

Business Analyst, Mphasis, India

Aug 2019 – Dec 2021

Responsibilities: -

- Applied statistical analysis and benchmarking to assess performance, driving strategic decisions that improved productivity by 15%.
- Gathered, analyzed, and documented business requirements for CRM and ERP system enhancements, resulting in a 25% improvement in user adoption.
- Designed and built dashboards in Tableau and Power BI to track operational metrics and sales trends, leading to a 10% revenue growth.
- Performed SQL-based data extraction and cleaning across multiple systems to deliver actionable insights for marketing and customer service teams.
- Refined data presentation using Excel (Pivot Tables, VLOOKUP, Pivot Charts), making complex data understandable and actionable.
- Developed training materials and conducted workshops for 50+ end-users on new tools and processes, resulting in a 40% decrease in support tickets and enhanced user adoption.
- Utilized Microsoft Visio, BPMN, and UML for process mapping, enhancing process documentation and communication by 15%.
- Designed and managed databases using MySQL, SQL Server, and Oracle to maintain data integrity and support strategic analysis.
- Executed GAP analysis, root cause analysis, and SWOT analysis to identify business opportunities and areas for process improvement, resulting in a 30% boost in workflow efficiency.

Skills

- **Programming Languages:** Python, SQL, Python, JavaScript, C, HTML, CSS
- **Methodologies:** SDLC, Agile (Scrum, Kanban), Waterfall
- **Visualization Tools:** Tableau, Power BI, Google Charts, QlikView, Excel (Pivot Table/Chart)
- **Analysis Skills:** Cost/benefit analysis, Impact analysis, Gap Analysis, Risk Analysis, SWOT Analysis
- **Project Management:** Jira, MS Project, MS Excel, Confluence, Trello
- **Documentation:** BRD, FRD, SRS, Process Flow, User Stories, UML, Test Cases, Data Flow
- **Other Tools/Skills:** Gen AI, ERP, SharePoint, Visio, JAD, RTM, UAT, KPI, Confluence, Figma, Balsamiq, Lucid Charts, Git,
- **Soft Skills:** Project Management, Team Workflows, Budgeting, Epic Story Writing, Technical and Functional Analysis, Technical design and Dashboard presentation, Case Analysis, Benchmarking, Ad hoc stakeholder reporting

Education

Master of Science in Computer Science

Dec 2023

University of Houston-Clear Lake, Houston, Texas

Bachelor of Technology in Electronics and Communications

Aug 2021

G Pulla Reddy Engineering College, Andhra Pradesh, India