

CHAKRAVARTHY PAPPU

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SUMMARY

Product & Business Analyst with 3 years of experience driving data-driven decision-making, product optimization, and ERP transformations across healthcare and financial services domains. Proven expertise in requirements gathering (BRD, FRD, SRS), SQL-based ETL pipelines, and interactive dashboard development (Tableau, Power BI, Excel) to deliver actionable insights and streamline reporting. Skilled in applying statistical and analytical techniques (regression, hypothesis testing, GAP & impact analysis) using Python, R, and SAS to optimize patient outcomes and financial processes.

SKILLS

Languages: Python, R, SQL, SAS

Documentation Tools: Business Requirements Document (BRD), Functional Requirements Document (FRD), Software Requirements Specification (SRS), Use Cases, Process Flow Diagrams, Product Requirement Documents (PRD), User Stories

Packages: NumPy, Pandas, Matplotlib, SciPy, Seaborn, Ggplot2

Visualization Tools: Tableau, Power BI, Microsoft Excel, QlikView, Google Analytics

Cloud Platforms: AWS, Google Cloud Platform (GCP), Azure

Big Data Technologies: Hadoop, Hive, Apache Spark, Databricks

ETL Tools: Informatica, Talend, Alteryx

Database: MySQL, SQL Server, MongoDB, Snowflake

Statistical & Analytical Techniques: Regression, Hypothesis Testing, Cost/Benefit Analysis, Impact Analysis, GAP Analysis, Risk Analysis, SWOT Analysis, Market Analysis

Project Management: JIRA, Trello, MS Project, Budgeting, Timeline Management, Cross-functional Collaboration

Other Skills: Data Cleaning, Data Wrangling, Critical Thinking, Problem-Solving, Communication, Presentation

EDUCATION

Master of Science in Information Technology and Management

May 2025

The University of Texas at Dallas

Bachelor of Technology in Electrical and Electronics Engineering

Sep 2020

Andhra University

EXPERIENCE

McKesson, TX | Nov 2024 - Current | Product Analyst

- Led the development of a Patient Outcomes Optimization Platform by gathering and documenting requirements (BRD, FRD, SRS) from clinicians and product stakeholders, ensuring alignment with McKesson's healthcare compliance standards.
- Designed and implemented SQL-based ETL pipelines integrating EMR, claims, and lab data from Snowflake and MongoDB into centralized analytics systems, improving data accessibility and reducing manual processing time by 30%.
- Built interactive Tableau and Power BI dashboards for patient outcomes, cost-benefit analysis, and risk assessment, enabling executives and clinicians to track key KPIs such as treatment adherence and readmission rates in real-time.
- Applied statistical modeling techniques (regression, hypothesis testing, GAP analysis) in Python, R, and SAS to identify drivers of patient recovery, optimize treatment pathways, and recommend cost-saving interventions across clinical programs.
- Conducted impact and risk analysis for new healthcare product rollouts on cloud platforms (AWS, GCP, Azure), assessing scalability, security, and compliance risks, and presenting findings to leadership through data-driven presentations.

Tata Consultancy Services, India | April 2022 – Aug 2023 | Business Systems Analyst

- Led the implementation of Oracle ERP financial modules, aligning system design with compliance and reporting needs by conducting requirement workshops with finance SMEs resulting in a 25% reduction in month-end close cycles.
- Streamlined analytics processes by replacing legacy financial reporting pipelines with automated Tableau dashboards powered by SQL enhancing leadership visibility and cutting manual reporting time by 30%.
- Authored BRD, FRD, and user stories aligned with business rules engine (BRMS); improved traceability and cut rework by 20%.
- Defined structured UAT acceptance criteria and facilitated cross-functional test reviews; minimized production defects by 35% and accelerated sign-off timelines.
- Enhanced Agile team performance across distributed locations by coordinating sprint planning, stand-ups, and retrospectives boosting sprint velocity and improving backlog alignment.

Tata Consultancy Services, India | April 2021 – March 2022 | Junior Business Analyst

- Supported Oracle Financials rollout for a public sector client by assisting with requirements gathering and process modeling across AP, AR, and GL modules, helped reduce change request iterations by 15% post-implementation.
- Analyzed ServiceNow SLA breaches for a Fortune 100 client; proposed automation enhancements that boosted resolution speed by 20% and improved SLA compliance to 90%.
- Built SQL queries and automated Excel-based reporting tools to support compliance audits and operational monitoring, saved 10+ hours of manual effort weekly and improved audit preparation.

CERTIFICATIONS

Certified Scrum Product Owner (CSPO)