Sravan Kumar Swamy Mandala
Business Analyst
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SUMMARY

Business Analyst with **3+** years of experience driving measurable improvements in **fintech** and enterprise data management projects. Skilled in **requirement elicitation**, **process modeling**, and **cross-functional** collaboration. Proficient in **SQL**, **Power BI**, **Tableau**, **JIRA**, **Confluence**, and **Excel**. Adept at translating business needs into actionable solutions, optimizing workflows to improve efficiency by **15–20%**, facilitating **stakeholder** workshops, creating **functional** specifications, and supporting **agile** project delivery with strong analytical and **problem-solving skills**.

SKILLS

Business Analysis & Strategy: Business Analysis, Requirement Analysis, Requirements Elicitation, BRD, FRD, Use Case Development, Business Case Creation, Gap Analysis, SWOT Analysis, Impact Analysis, Strategic Planning, Problem Solving, Process Analysis

Stakeholder & Communication: Stakeholder Management, Stakeholder Engagement, Cross-Functional Collaboration, Client Interaction, Workshop Facilitation, Conflict Resolution, Change Management, Executive Reporting, Documentation & Presentation

Process Modeling & Functional Design: Business Process Modeling (BPMN), AS-IS / TO-BE Analysis, Workflow Mapping, Process Optimization, Functional Specifications, User Stories, Acceptance Criteria, Traceability Matrix (RTM)

Data Analysis & Reporting: SQL, Advanced Excel, Data Analysis, Exploratory Data Analysis, KPI Definition & Monitoring, Forecasting, Root Cause Analysis, Reporting Dashboards, Data Validation & Interpretation

Tools & Technologies: Power BI, Tableau, JIRA, Confluence, SharePoint, Visio, Lucidchart, APIs (Functional Knowledge), Excel VBA Macros

Agile, Testing & Delivery: SDLC, Agile (Scrum), Waterfall, Sprint Planning, Backlog Grooming, User Acceptance Testing (UAT), Defect Tracking, Release Coordination

Risk, Compliance & Financial Analysis: Risk Assessment & Mitigation, Dependency Management, Change Impact Analysis, Budgeting, Cost-Benefit Analysis, ROI & Financial Metrics, Go-To-Market (GTM) Support

EXPERIENCE

Global Payments, USA | *Business Analyst*   **Jan 2025 – Present**

- Facilitate workshops with **10+ stakeholders**, translating complex payment processes into **15+ user stories** and specifications, reducing development misalignment by **20%** and enhancing **sprint delivery** accuracy for **fintech** modules.
- Analyze **50,000+** monthly transactions using **SQL** and **Excel** to detect anomalies, generate dashboards, improve reconciliation efficiency by **18%**, and reduce manual investigation time by **25%** for operations teams.
- Map and optimize **AS-IS/TO-BE** payment workflows, identifying **3** bottlenecks and implementing improvements that shorten transaction processing time by **12%**, increasing daily throughput for high-volume operations.
- Document functional specifications, acceptance criteria, and traceability matrices for developers and **QA**, supporting **15+** sprint deliveries and reducing defect resolution cycles by **20%** for **fintech** software.
- Conduct **gap** and **impact analyses** for system enhancements, proposing mitigation strategies that minimize operational disruption by **15%**, ensuring alignment with business objectives and regulatory compliance requirements.
- Lead **UAT planning** and execution for **5** payment modules, track **100+** defects, and collaborate with **QA** to resolve **95%** of issues before production, improving release quality.
- Develop **KPI dashboards** and executive reports monitoring transaction volumes, error rates, and efficiency, enabling leadership to make informed decisions and achieve a **10%** reduction in operational costs.
- Collaborate with cross-functional teams to prioritize **backlog** items, refine workflows, and deliver functional improvements, achieving **100%** sprint completion on schedule while maintaining quality and business alignment.

Veritas India | *Business Analyst*   **Jan 2021 – Jul 2023**

- Conducted **stakeholder** interviews and analyzed requirements for **15+ enterprise** data protection projects, creating functional specifications and **use cases** that ensured timely delivery and reduced configuration errors by **12%.**
- Coordinated with technical and business teams to **map workflows**, define acceptance criteria, and develop traceability matrices, increasing alignment and minimizing rework across multiple client implementations by **10%.**
- Analyzed system configurations and historical backup data using **SQL** and **Excel**, identifying anomalies and trends that improved reporting accuracy by **20%** and supported proactive operational decision-making.
- Designed **AS-IS/TO-BE process** maps and recommended optimizations that reduced backup errors by **12%**, improved compliance adherence, and enhanced operational efficiency for **3** critical modules.
- Supported **sprint planning**, **backlog grooming**, and **UAT** execution for **3** data management modules, documenting **50+** defects, coordinating resolutions, and improving release quality and timeliness by **15%**.
- Developed interactive dashboards in **Power BI** and **Tableau** to monitor project **KPIs,** automate reporting, and provide stakeholders real-time insights, reducing manual reporting effort by **20%** and improving decisions.
- Facilitated client workshops, **requirement reviews**, and **stakeholder** meetings, improving communication clarity, fostering alignment, and increasing stakeholder satisfaction scores by **10%** during project engagements.
- Performed **root cause analysis** and process improvement initiatives, implementing solutions that enhanced data governance compliance, reduced operational risk by **8%**, and increased system reliability across enterprise backup environments.

EDUCATION

Master's in business analytics | *St. Francis College, Brooklyn - NY USA*   **Aug 2025**
Bachelors in Information Technology | *National Institute of Technology - Raipur, India*   **Apr 2023**