**Bharat Ravulapati**

**Senior Business System Analyst**

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**Professional Summary:**

* More than 14+ years of experience in Product Management, Project Management, Business Analysis, Data Mapping, Data Modeling for large Digital, Cloud enabled and Data Driven transformation programs.
* Extensive experience in working in large transformation program covering several industry sectors including Healthcare, Communication, Media & Entertainment, Telecom, Networking, Manufacturing, Retail, Oil &Gas, and various other Consulting organizations.
* Proficient in stakeholder management, Requirements Gathering, Stakeholder Engagement, Project Coordination, Risk Management.
* Strong expertise of Software Development Life Cycle (SDLC) in eliciting requirements, requirement documentation, design, build, develop, test, deploy, maintain and support of digital products, software, and solutions.
* Proficient in crafting detailed Business Requirements Documents (BRD), Functional Requirements Documents (FRD), Product Requirement Documents (PRD), and Software Requirement Specifications (SRS).
* Played a pivotal role in business analysis for new product development and launch, conducted extensive Market research to identify the customer needs and translated them into actionable requirements ensuring alignment with business objectives.
* Employed analytical methodologies to identify gaps, streamlining & orchestrating workflows for enhancing business processed management including business&process architecture.
* Exceptional ability Capture, analyze, prioritize, and communicate business needs, ensuring alignment with stakeholders and guiding the project from requirements gathering to implementation incorporating GAP analysis, impact analysis, Requirement Traceability Matrix, MoSCoW, SWOT, SMART processes.
* Proficient in comprehensive data governance strategies, encompassing data classification, data quality assessment, access control, data lifecycle management, and regulatory compliance measures.
* Expertise in Project Lifecyle including Initiation, Planning, Execution, Monitoring & Controlling and Closure and Project Management methodologies like Waterfall, Agile Scrum.
* Well versed in project management tools like MS Project, MS Planner, Basecamp, JIRA, Clarity, Smart sheet ServiceNow for project planning, project scheduling. Extensive experience working with MS Excel.
* Demonstrated proficiency in analyzing and understanding diverse cloud service models, including Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS), to align technological solutions with business objectives and requirements.
* Extensive Experience with Continuous integration tools (e.g. Gitlab, Jenkins, AzureDevOps), Cloud (e.g. Amazon Web Services, Azure Portal, Kubernetes, Spinnaker, Azure Kubernetes Service,), Monitoring/alerting (Splunk Dynatrace, Grafana, Zabbix).
* Familiar with Microsoft SQL queries, views, and stored procedures for data extraction and manipulation.
* Expert in developing artifacts like Domain models, Use Case documentation, Use case diagrams, Process flow diagrams, Activity diagrams, Class diagrams, Sequence, and State diagrams. Experienced in using MS Visio and Pencil tools for writing UML diagrams.
* Proven ability in facilitating daily stand-up meetings, sprint planning, status calls, publishing reports/dashboard using KANBAN board in JIRA and monitoring team velocity.
* Possess hands-on experience with industry-leading API platforms like Apigee and IBM DataPower Gateway, facilitating seamless API integration and management.
* Experienced in creation and documentation of Test Plans, Test Cases, Test strategies, Test scenarios from the requirements document for various applications which supported the development team and business groups along with Screen Mockups, Wireframes.
* Strong knowledge of the Bugs/Defect life cycle and Assisted QA Lead to manage and track defects.
* Prepared and documented the User Acceptance test (UAT) plan and obtaining the necessary signoffs from the concerned business units.

**Technical Skills:**

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| --- | --- | --- |
| **IT Software Project Management System Design &Implementation Bug Fixing** | **Application Programming /Maintenance Software Development Life Cycle Customer** | **Business Analysis** |
| * Agile * Scrum * Kanban * Waterfall * Microsoft Office * Excel * Word * PowerPoint * Project * VISIO | * Data Analysis * Modeling * Visualization * Data Mapping * Relationship Management * JIRA * UML * Wireframes | * APIGEE * DataPower * HTML * JavaScript * Business Process * SQL * Modeling Management |

**Work Experience:**

**Comcast Business, Plano Mar’23-Till Date**

**Senior Business Analyst**

**Responsibilities:**

* Conducted and participated in Agile Planning Sessions, Daily Agile Scrum, Biweekly Sprint Planning, Retrospective Sessions, Business Demonstrations and Decisions for the Release of the Sprint Output to Production.
* Interviewed business users to gather requirements; prepared Business Requirement Documents (BRDs) and provided to the technical team to develop prototype and overall system using TFS.
* Performed system Gap Analysis, evaluated benefits and shortfalls, and generated workflows.
* Led requirement gathering sessions with Comcast Business team to facilitate the modification of APIs, enabling seamless integration with third-party vendors for obtaining real-time quotes, resulting in improved accuracy and timeliness of pricing information for customers.
* Spearheaded the implementation of billing automation solutions, collaborating cross-functionally to design and refine billing algorithms within Salesforce.
* Played a pivotal role in the migration of the Sales application from on-premises to Salesforce, seamlessly transferring all client-related data, showcasing expertise across the entire migration process including data analysis, mapping, extraction, transformation, and loading.
* Orchestrated the UCaaS license provisioning and billing processes, leveraging microservices to automate workflows and streamline billing cycles, leading to reduction in provisioning time and increase in billing accuracy, ensuring optimal utilization of resources and cost-effectiveness for the organization.
* Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams, and data flow diagrams using UML and Business Process Modeling.
* Collaborated with product owners to write up and prioritize documents like user stories for product backlogs and UX team to create designs and mockups.
* Summarized and documented insights from technical discovery and business discovery sessions and prepared the respective Epics/Stories to be worked on.
* Functioned as a liaison between the client, product owners and internal Software Engineers and/or external software vendors to develop system solutions to processing systems or business problems.
* Partnered with Solution Architects, Producer Owners, Product Managers, Business SMEs, Lead Engineers, etc. and understood the teams need to innovate and solve problems.
* Managed the User Acceptance Testing process, resulting in 25% fewer production issues. Worked in tandem with the testing team and business users in validating that the programs meet the requirements. Participated in unit, integration, and test procedures.

**Walgreens.Co, Chicago Dec 2016 to Feb 2023**

**Functional Consultant**

**Responsibilities:**

* Successfully managed stakeholder relationships by proactively engaging with internal and external stakeholders to gather requirements, address concerns, and ensure project alignment with business objectives.
* Developed Activity Diagrams, use case Diagrams, Sequence Diagrams to help development team and stakeholders understand the business process accurately.
* Daily interacted with 3rd Party Developers using Basecamp Tool and assisted them in API integrations exposed via developer.walgreens.com interface.
* Created and Managed REST API documentation in confluence and maintenance of developer portal documentation.
* Demonstrated expert level understanding of CRUD operations and the HTTP protocol and methods while redefining API’s and exposing them via APIGEE platform.
* Involved in whole SDLC process within Agile environment to ensure product is meeting its milestones.
* Established metrics and key performance indicators (KPIs) to measure the success of EHR initiatives and track ongoing system performance.
* Experienced as a Scrum Master and performed velocity, burn-down, story point estimating, sprint planning, product backlogs, and retrospectives in a very fast-paced development environment and rapidly changing requirements.
* Served as a liaison between healthcare providers, IT teams, vendors, and other stakeholders throughout the EHR implementation lifecycle, ensuring clear communication and alignment of objectives.
* Extensive experience in Vendor Management and managing Cross Functional teams.
* Demonstrated strong understanding of API management principles, ensuring effective handling and optimization of organizational APIs.
* Possess hands-on experience with industry-leading API platforms like Apigee and IBM DataPower Gateway, facilitating seamless API integration and management.
* Proficiently utilized SharePoint, Microsoft Office, Confluence, Swagger Docs to establish and maintain API repositories, streamline documentation, and facilitate communication across teams.
* Leveraged expertise in API platforms to enhance organizational efficiency and compliance, ensuring adherence to governance rules and best practices.
* Developed comprehensive business requirements for data warehouse projects, collaborating closely with stakeholders to capture and analyze business needs by conducting data analysis, data mapping, logical data modeling.
* Created class diagrams, entity-relationship (ER) diagrams and used SQL queries to filter data within database.
* Ensured alignment between business objectives and technical solutions, facilitating the design and implementation of efficient data models and ETL processes.
* Worked closely with peers and ETL Leads/Managers to perform detailed data requirements analysis and created design specifications and operational documentation.
* Orchestrated data workflows with Azure Data Factory, seamlessly moving and transforming data across on-premises and cloud environments, optimizing ETL processes.
* Worked with Change Control Board in implementing change request and version control.
* Interacted with SME's and key stakeholders for understanding and gathering the business requirements.

**Air Liquide, Hyderabad, India May 2012 to Mar 2014**

**AWS Data Engineer**

**Responsibilities:**

* Working directly with product owners and stakeholders to elicit their feedback on customer satisfaction items.
* Analyzing existing customer satisfaction functionality requests for providing business-value based recommendations to Product Owners
* Facilitating requirement JADs, root cause analysis and other requirements workshops
* Created business requirements, functional specification for new business. (New Product Development life cycle).
* Created Work Breakdown Structure / Project Plans, assisting the projectmanager. Developed and created the Communication Plans and managed the Project.
* Management Plans. Followed the protocol for Change Management process.
* Partnering with Development Leads to identify opportunities for better collaboration and process improvements.
* Completed the Business Requirement documents (Functional and Non- Functional), User Requirement doc, Use Case flow, Swim Lanes diagrams via Visio and Solution requirement doc.
* Created Mockups and followed the BABOK/ IIBA methodology.
* Mentored and managed junior business analysts and helping them to learn the correct process to create requirements, Visio Swim-lanes drawing and Data mapping, managed the team with RAD sessions.
* Conducted training and supervised offshore team of developers and testers.

**Tata Projects Ltd, Hyderabad, India Nov 2009 to Apr 2012**

**Project Lead**

**Responsibilities:**

* Spearheaded data-driven projects by analyzing large datasets to uncover trends, patterns, and opportunities for process optimization and revenue enhancement.
* Developed and implemented data collection methodologies, ensuring accuracy and reliability of data sources for impactful analysis and decision-making.
* Communicated findings and recommendations to diverse audiences, including executives, managers, and technical teams, facilitating understanding and buy-in for data-driven strategies.
* Continuously monitored project performance metrics and KPIs, iterating and refining analytical approaches to maximize project success and deliver tangible business value.
* Leveraged data visualization tools to create compelling dashboards and reports, enabling stakeholders to easily interpret and act upon data-driven insights.
* Conducted A/B testing and experimentation to evaluate the effectiveness of proposed solutions and validate hypotheses, driving continuous improvement and innovation.
* Played a key role in transforming organizational culture to embrace data-driven decision-making, fostering a mindset of curiosity, experimentation, and learning.
* Collaborated with IT teams to implement data governance and quality assurance processes, ensuring the integrity and reliability of data assets used in analytical projects.

**SIS, Hyderabad July 2007 to Feb 2009**

**System Engineer**

**Responsibilities:**

* Developed and maintained data models and architectural frameworks for the data warehouse, aligning with business requirements and ensuring scalability and performance.
* Employed UML methodology and thus facilitated the creation of Use Case, Activity, Sequenceand Communication Diagrams to identify the actors (primary stakeholders) and to do behavioral modeling using MS Visio.
* Created documents like the Business Glossary, Actors Catalog and Data Dictionary to facilitate the other teams in understanding client business.
* Leveraged data warehouse insights to create interactive dashboards and reports, providing stakeholders with actionable insights to drive strategic decision-making and optimize business processes.
* Designed and implemented robust ETL processes to seamlessly integrate heterogeneous data from various sources into the data warehouse, ensuring data quality and consistency.

**Skill Matrix:**

**Business Analysis Skills:**

* Requirement elicitation and gathering techniques (e.g., interviews, workshops, surveys).
* Ability to document requirements using tools like use cases, user stories, and process flow diagrams.
* Strong analytical and problem-solving skills to identify business needs and propose solutions.
* Experience with business process modeling and improvement techniques (e.g., BPMN, Lean Six Sigma).

**Project Management Skills:**

* Experience in project planning, estimation, and prioritization of tasks.
* Proficiency in requirement management tools such as Jira, Microsoft Azure DevOps for documenting, tracking, and managing project requirements.
* Ability to work effectively in a cross-functional team environment and collaborate with developers, testers, and other stakeholders.

**Technical Skills**:

* Proficiency in SQL and database management systems (e.g., MySQL, Oracle, SQL Server).
* Understanding of programming languages (e.g., Python, Java, Javascript, NodeJS, Splunk) for data analysis and automation tasks.
* Familiarity with data visualization tools (e.g., Tableau, Power BI) to communicate insights effectively.
* Knowledge of software development methodologies (e.g., Agile, Scrum, Waterfall) and SDLC processes.
* Understanding of integration concepts and technologies (e.g., RESTful APIs, SOAP) to facilitate communication between different software systems.
* Knowledge of API documentation tools like Swagger or Postman for API testing and documentation and tools like APIGEE, IBM DataPower.

**Documentation and Reporting**:

* Proficient in creating various documents such as business requirements documents (BRD), functional specifications, and test plans.
* Experience in generating reports and dashboards to track project progress and key performance indicators (KPIs).

**Domain Knowledge**:

* Understanding of the IT industry landscape, including common technologies, trends, and challenges.
* Knowledge of specific domains such as finance, healthcare, e-commerce, or telecommunications, depending on the industry focus.

**Communication Skills**:

* Excellent verbal and written communication skills for interacting with stakeholders at all levels.
* Ability to translate technical concepts into non-technical language for business stakeholders.
* Active listening skills to understand and clarify requirements effectively.

**Quality Assurance and Testing**:

* Understanding of QA processes and methodologies to ensure delivered solutions meet business requirements. (SonarQube, JMeter, Postman)
* Familiarity with testing tools and techniques for functional, regression, and user acceptance testing.

**Change Management:**

* Ability to manage and facilitate changes in processes, procedures, and systems.
* Skills in stakeholder engagement and managing resistance to change.

**Data Modeling and Mapping**:

* Understanding of data modeling concepts and techniques (e.g., Entity-Relationship Diagrams) to represent data structures and relationships.
* Ability to create data mapping documents to ensure accurate data transfer between systems.