Priyanka Syamala

SENIOR Business Analyst

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## Summary:

9 years of experience with analysis, design, development, testing, and implementation of client-server and web-based environments including C#, Web services, object-oriented design, and Windows Applications. I am a committed team player with excellent facilitation and conflict-resolution skills. I am experienced in all phases of the Software Development life cycle and have excellent knowledge of several Agile Frameworks like SCRUM, SAFe, and Kanban. Trusted by Key stakeholders to analyze business problems and opportunities has increased profit margins by 70%. Sound Knowledge of data Warehouses and ETL/OLAP processes. A highly motivated, quick-learning, detail-oriented, team-centric Project Management professional, with a proven track record in increasing productivity, Quality & Customer Satisfaction. As a part of Business Analysis, involved in structuring Data governance to avoid risk and mitigations in the process. Also, involved in Data Security. Mastered in assessing/Identifying risks and creating mitigation plans for program success. Ability to manage and contribute to multiple tasks with accountability.

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| PRODUCT/PROJECT MANAGEMENT Skills Summary  * Business Analyst professional with 9 years of track record in requirements gathering, performing gap analysis, data analysis, implementing agile at the IT level, and documenting between As-is and To-be processes. * Certified Scrum master with experience in Agile methodology, Scrum Processes, Sprint planning, Storyboard development, and project Management. * Skilled Stakeholder analysis, management, and communication by working with Executive and senior business Sponsors and Technical experts. * Developed Scripts for replicating the data from the Sybase Database to the SQL server Database. * Experience in creating Business Specification Requirement Documents (BRD), Use Cases, Software Requirement specifications (SRS), Functional requirement Specifications (FRS), Project Plan, and requirements Traceability Matrix (RTM) throughout the lifecycle of the project. * Acted as an Association between the business and development team’s doe requirements. * Managed Teams onsite, offsite, and Offshore across the globe. * Working with the Product Owner on Artifacts like Product Backlog, Sprint Backlog, Sprint Burndown, and Release Burndown. * Experience in all phases of software development life cycle SDLC, business process modeling, requirement gathering, AS-IS To-Be Analysis, Fit-Gap analysis feasibility issues. * Cross-functional Team development and management with a focus on team relations and expectations in highly complex matrix environments. * Performed SQL Backup and Restore tasks on various SQL Servers. * Hands-on knowledge of data extraction, transformations, and production, such as optimizing and automating extract, transformation, and load. * Experience in Software Development Life cycle SDLC including Agile and Waterfall through Implementation and testing. * Working with my team to perform project scope analysis in the project planning phase. * Involved in Business process flows, Strategic process solutions, and Social Networking mappings. * Managing Lead data analytics, forecasting, performance measurement, and qualitative & quantitative metrics. * Involved in strategic and tactical planning discussions using executive techniques. * Extensively involved in MDM to help the Organization with strategic decision-making and Process Improvements * Experience in Coordination with Release manager for Managing code release by working with cross-functional teams. * Involved in MDM process including data modelling ETL process and prepared Data mapping documentations based on graph requirements in the confluence for easy accessibility. * Experienced in the creation and maintenance of Project Artifacts on the pointed portal and confluence. * Proficient in managing the UAT sign-off process for developing a quality-certified application. * Facilitated user training, providing functional and technical support in the usage of Applications/Products built.   Certifications   * CSM (Certified Scrum Master, Scrum Alliance) - Cert. #000329394(2023) * CSSM (Certified SAFe Scrum Master, Scaled Agile) - Cert. #21180527-1348(2023)   Education   * Master’s in computer engineering - University of Houston - Clear Lake 2016-2017 * Bachelors in Electronics and Communication Engineering - Acharya Nagarjuna University 2011- 2015   Skills   |  |  | | --- | --- | | * Methodologies | SDLC, UML, WATERFALL, AGILE (Scrum, SAFe), ADO | | * Business Modeling Tools | Microsoft Visio | | * Databases | SQL server, MA-Access | | * Project Management | MS Project, MS Office | | * Operating systems | Windows XP, MAC, Android | | * Change Management Tools | Smartsheet, Lucid Chart, pivot tracker | | * Cloud Technologies | AWS, Data Lake, Salesforce cloud, Marketing cloud, Experience cloud | | * CI Server * Platform Tools * Languages | GitLab, Jenkins  SQL Server Enterprise, Query Analyzer  SQL Server, HTML, XML. | |  |  |  |  |

### Professional Experience

# ONCOR, Dallas, Texas. Nov 2023 - Present

# Senior Business analyst

Project: Customer Enforcement and Vulnerability Management (Cybersecurity)

Responsibilities:

* Research new application security technologies and implement them to improve application security.
* Creating Scans and activating the alerts for the scheduled scans using vulnerability Scanning tools like Tenable’s Report.
* Proficient in documenting business process Design, gathering business requirements, Gap Analysis, UML diagrams, Process Flows, Data Mapping /Modeling
* Conducted GAP analysis to analyze the variance between the system capabilities and business requirements.
* Facilitating daily Scrum Meetings, enforcing timeboxes and responding to impediments, tracking baselines, Sprint planning, and Sprint retrospectives.
* Executed Database queries and business processes against sensitive data to support customer needs using SQL/MYSQL.
* Responsible for reviewing and approving the IT QA test plans and detailed test cases.
* Set and verify standards of quality and test procedures – Reviewed and Modified quality assurance programs and tested performance according to user-specific requests.
* Hands-on knowledge of Splunk for Security monitoring, incident response, and managing compliance and threat analysis for security validations within the organization and end-user support.
* Supporting MDM.
* Designed and Developed business flow diagrams, activity diagrams, and sequence diagrams, object-oriented using MS Visio.
* Stakeholder engagement through Weekly demos to procure feedback which helps the team in making perseverance or pivot decisions.
* Experience in documenting the system and business requirements and specifications, design, and development of use and test case scenarios, and root cause analysis, implementing new processes and technology.
* Providing accurate updates on JIRA and making sure the team follows the same while tracking the current sprint for weekly and monthly updates to senior Management.
* Worked in space creation and backend support of confluence. Used to collect, organize, and communicate what the team is working with the company.
* Fed the backlog of the team with Domain Data Sets for analysis to provide Insights. Responsible for Product Backlog and Sprint Tracking.
* Involved in PI planning for ART and ensured team PI level commits are clear and Unambiguous and risk dependencies.
* Expertise in creating Epics, features, user stories, and Spikes in an Agile environment.
* Managed Deployments and tracked the projects using tools like JIRA, and ADO.
* Constantly updating the business process to manage and coordinate improvements for optimization and efficiency.
* Conducted workflow analysis on requirement elicitation and stakeholder management.
* Advanced power, Pivot table data analysis.
* Organized and Facilitated Scrum ceremonies including Team sync, Iteration planning, Grooming, Sprint demos, iteration reviews, and Retrospectives.
* Anticipated impediments to team delivery involving cultural barriers and logical challenges.
* Involved in PI planning for ART and ensured team PI level commits are clear and Unambiguous and risk dependencies.

# Educational Testing Services(ETS), NJ June 2022 – Oct 2023

# Client: Federal Project

# SQL Business Analyst

Programs: Grade 4, 8, & 12 Student Assessments, NextGen ENAEP

Responsibilities:

* Created data Mappings in the Data warehouse and designed a site map for approval from executive Management
* Reverse Engineered all the source Databases.
* Load data using ETL process dealing with different data sources MS Excel, MS Access, SQL Server, CVS, Flat Files etc. Into target database by performing different kinds of transformations using SQL server to automate package execution.
* Gathered and documented MDM applications, conversations, and integration requirements.
* Designed SSIS packages, which Utilized tasks and transformations such as Execute SQL Queries, Data Flows, Sequence containers, Each Loop Container, Aggregate and Derived Columns.
* Working knowledge on integrating Databricks with AWS for Data storage and data reporting for senior Management.
* Worked on SSIS package to Extract, Transform, and Load ETL/DTS data warehouse from Heterogeneous databases such as Oracle, DB2, Sybase, and MS Access.
* Creating reports using SQL reporting services (SSRS)for customized and ad-hoc Queries.
* Performed structure Data analysis (SA/SD) approach as part of As-is documentation.
* Assisting in the production of OLAP cubes, wrote queries to produce reports using SQL Server Analysis Services (SSAS) and Reporting services (SSRS).
* Day to Day processing of external files from clients using ETL some using legacy DTS packages for some transfer of data between servers in SQL server 2008 environments.
* Created Databases, Tables, Cluster/Non-Cluster index, Unique/check constraints, views, stored procedures, and Triggers.
* Responsible for Confluence Documentation on Data Architecture and Data Mappings for the Data received from source.
* Collaborated with Data engineers on scheduling SSIS packages for running monthly and weekly feeds from various departments and multiple servers and resources for development servers.
* Used Text files/SQL Server logging for all SSIS packages.
* Experience in configuring and deploying SSRS reports onto Microsoft Office SharePoint Server.
* Configured storage on the s3 bucket in coordination with data engineering and analyzed the applications on EC2.
* Developed testing data warehouse table scriptto load data from the temp table to the new table and drop the temp table.
* Collaborated with my project Manager on Data Catalog and Data Discovery for Student Assessments.
* Facilitated database testing by partnering with a team of Engineers for a project, increasing operational efficiency by 90%.
* Ensured different internal and external systems exchanged data according to the specifications to transform data from enterprise data warehouse to SQL server load data to fact tables.
* Responsible for product/Sprint Backlog and Sprint Burndown – conducted training on sprint backlog management for effective tracking of sprint progress. Reported Sprint metrics to management during every sprint.
* Conducted business requirements gathering sessions in the form of questionaries and business scenarios with the end user, Subject Matter expert (SME), and developers.
* Worked for distributed team culture.
* Involved in implementations of metadata standards, data governance, master data management, ETL, data warehouse, reporting, segmentation, dashboard, and predictive modeling.
* Facilitated Iteration planning, Team sync, retrospectives, stakeholder meets, coach syncs, and software demonstrations.
* Performed SQL backup and Restore tasks on various SQL servers.
* Involved in quality assurance phase planning and coordinating the implementation of QA strategy.
* The conducted 90% successful iteration review meets with the Program Manager and business team to measure the product metrics over the Iteration.
* Collaborated with the QA team in reviewing daily data checks manually and the Automation process.
* Conducted workshops on Agile Techniques and principles for the team.
* Worked alongside the DevOps manager on Release documents daily and in critical situations.
* Successfully improved team velocity by 70% over the iterations of work.
* Attended Iteration Increment sessions to gather and discuss future objectives and collaborate with ART Teams.

# Fulcrum Global Technologies Inc, IL Sep 2017 – June 2022

# Client: NORTON Rose Fulbright US LLP, Baker & McKenzie

# Senior Business Analyst

# Programs: Billing SNAP & Time Management Application EPOCH

Responsibilities:

* Worked on creating Master data for Customers and Materials in S4 Hana
* Worked intensively on Billing-related Workflow within the OTC process.
* Worked with Postman for API management.
* Closely worked with front-end and back-end teams on UI integration with Salesforce /SAP systems.
* Managed Master data on legacy systems in different environments.
* Managed the process to migrate a project from Waterfall to Agile and ensured the project was aligned with Scrum Methodologies
* Acted as a facilitator between the scrum and Program Manager/User Experience teams.
* Designed User Mockup and intranet using design techniques like client interviews, and usability Testing. Completed and balanced project documentation and activities to achieve 65% balance in more than 7 Projects.
* Involved in Dashboard queries for post-live support.
* Worked on ADO project for Multiple clients.
* Drove business workshops with SME stakeholders from the US and London to review and define current and future state definitions. These were included in the workstream Business Requirement Document (BRD)and Agile Epics/Business Stories and Features, maintained all workstream Risks, Issues, and Dependencies via MS Excel and tasks/deliverables via JIRA, to resolve issues and obtain sign-off for project deliverables.
* Responsible for Business process modeling techniques for requirement analysis and Stakeholder management.
* Led Product Road-mapping – Defined and groomed product backlog items through detailed Epics, User-centric stories, Tasks, and Acceptance Criteria.
* Drive detailed analytics, and real-time reporting for key performance indicators (KPI) for metrics. We are experienced in implementing governance models for reporting and continuous process improvements (CPI) for STTR programs.
* Trained and coached teams to be cross-functional between accounts payable, receivable, claims, and purchasing departments.
* Hands-on Knowledge of handling EDI for customer Invoicing.
* Facilitated Roll-out Projects and Implementation projects and Coordinated relationships with business and technical teams for detailed user stories to be approved for sprints and Release plans through Service Now SDLC.
* Create Screen Mockups, Process flow, and current and future state diagrams using MS Vision under the influence of Business Users, Subject matter experts, and PM to define the requirement with proper guidelines.
* Gathered site requirements and converted them to migration plans, jobs, and workflow creations.
* Experienced in updating and executing SAP cutover plans, identifying SAP dependencies, SAP Master and transactional data loading, creating data loads, developing data Migrations and troubleshooting load results, defect Management, and establishing post-go-live data governance. SD module data objects.
* Served as a scrum master leading two teams with 9 members in each with a focus on aligning the teams to go agile.
* Facilitating and leading the requirement-gathering efforts through various modes (FAQ/JAD sessions & and workshops)sss
* Led offshore migration teams and conducted migrations of regulated content.
* Completed and balanced project documentation and activities to achieve 65% balance in more than 7 Projects.
* Led lean management analysis to conduct situation, Task, Action, and Results for process integration and Optimization

# Progyny Inc, NY May 2016 – Aug 2017

# Agile Business Analyst

# Programs: Healthcare Insurance Domain, Salesforce Administration.

Responsibilities:

* Implemented Salesforce CPQ and Conga across the organization for billing and Client agreements documentation using Jira confluence along with new, amendments and renewals.
* Used SOQL and SOSL queries to retrieve data related to standard and custom objects in salesforce.
* Used Burn-down and Burn-up charts to track the team’s progress and developed strong scrum theory and principles.
* Created UML, object schema diagrams, and flow charts to define the customer business process.
* Worked on creating apex classes, DML queries, and visual forces to extend application functionality.
* Strong experience with Salesforce Classic, and Lightning Experience.
* Experienced in a complete project development life cycle (SDLC) including System Analysis, Design, Development, Testing, Deployment, and Maintenance.
* I have good knowledge of lightning global actions, object-specific actions, and compact layouts.
* Experienced in using various Salesforce standard objects like Lead, Campaign, Account, Contact, Opportunity, Case, Product, Price Book, Reports, and Dashboards.
* Participated in the design sessions, assisted, and developed high- and low-level design documents.
* Analyzed and documented business requirements, and functional specifications with use cases and scenarios and Axiom reporting data specification documents and converted them into technical designs.
* Knowledge of SQL queries for data validations.
* Conducted User Acceptance Testing UAT.
* Initiating and leading the Distributed Agile framework in CDS organization using Scrum Methodology (Scaled).
* Helping the scrum team and Product Owner to document the User Epics/Stories and WBS, defining Acceptance Criteria/Tasks, confirming DoD, maintaining product/sprint backlog, and prioritizing the work in a SCRUM environment.

# IVYCOMPTECH PVT LTD, India May 2015 – Dec 2015

# Junior Business Analyst

# Programs: gaming Domain, Customer support.

Responsibilities:

* Conduct daily standups with the team to ensure the team stays on track and surfaces any blockages in their way.
* Responsible for application development and enhancement projects using Agile/SCRUM.
* Facilitated Scrum ceremonies - grooming, sprint planning, retrospectives, and daily stand-ups for 2 Scrum Teams.
* Assisted team on data validations using SQL query.
* Tracked Team Velocity and created Burndown charts to track the progress of the project.
* Hands-on knowledge of CRM applications.
* Managed the process to migrate a project from Waterfall to Agile and ensured the project was aligned with Scrum Methodologies
* Work with the Product Owner and development team to decompose Epics into Features and User stories.
* Conducting trial runs on different Agile Methodologies (Scrum, Lean, Scrum ban, Kanban, Hybrid) and identifying the most applicable/comfortable process for individual Business Units.