Vineela Karnatapu

Sr. Business Analyst

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**Senior Business Analyst** with **9+ years** of expertise and proficiency in aligning technology and business goals, improving efficiency throughout the development cycle. Utilized collaboration tools to enhance team communication, data management, quality assurance, and reporting to improve the development process and solution quality.

**PROFESSIONAL SUMMARY**

* Extensive work experience in various **Software Development Lifecycle (SDLC**) methodologies, encompassing traditional approaches like **Waterfall**, as well as **Agile methodologies** such as **Scrum, Kanban, Scrumban, LeSS, and SAFe.**
* Thorough understanding of requirements gathering using various **Elicitation Techniques,** including **Interviews, Observation, Interface Analysis, Card Sorting, JAD session, Brainstorming, Focus Groups, Prototyping,** and **Requirements Workshop**.
* Collaborated with the stakeholders to draft **Concept Proposals, Project Charters, Project Plans, Risk Registers, Risk Assessment Documents, Project Scope, Business Requirement Documents (BRD), Functional Requirement Documents (FRD), System Requirement Specification (SRS), Readiness Documents (RD), and In-Process Review Report (IPRR).**
* Well-versed in **Stakeholder Management** and **Requirements Management** to ensure value delivery to the end users.
* Proactively identified and assessed potential risks associated with projects, operations, or organizational initiatives.
* Maintained a risk register, regularly updating it to reflect evolving project dynamics and captured new risks as emerged.
* Experienced in conducting **Gap analysis, Cost-benefit analysis, Feasibility study, Stakeholder Analysis, SWOT Analysis, Work Breakdown Structure (WBS), Business Process Analysis, Root Cause Analysis,** and **Critical Path Analysis**.
* Proficient in designing and implementing **Service-Oriented Architecture (SOA)** solutions to enhance system scalability and interoperability leveraging SOA principles to streamline business processes and improve the flexibility of applications.
* Experience developing **workflows and BPMN** to perform and communicate **Business Process Analysis** and **System Analysis**.
* Collaborated with **UI/UX** teams in designing **Unified Modeling Language** (**UML) diagrams** for **Use Case**, **Activity,** and **Sequence Analysis**, proficient in designing **Mock-ups and Wireframes** using tools including **Microsoft Visio** and **Balsamiq**.
* Experience in detailed **Technical** /**Functional Specifications Documentation** and outlining the **User Experience Design.**
* Well-versed in handling **change requests** by conducting **impact analysis** and **change assessments,** ensuring smooth transitions and help teams prioritize tasks effectively after the approvals from the **Change Control Board/Change Approval Board.**
* Participated in different scrum ceremonies and meetings such as **Product Discovery, Backlog Grooming sessions, Release Planning, Sprint Zero, Sprint Planning**, **Daily Stand-Ups**, **Sprint Review**, **Sprint Retrospective,** and **Backlog Refinement.**
* Highly efficient in creating **user stories**, and **tasks** considering the **INVEST** and **SMART** criteria, defining **DOR, Acceptance criteria, prioritization, and estimation** techniques ensuring that development work is well-defined aligning with project goals.
* Collaborated with the Data Architect to develop comprehensive **Conceptual and Logical Entity-Relationship (ER)** Data Modeling diagrams to define data structures, relationships, and attributes, ensuring an effective foundation for database design.
* Highly skilled in **Data Warehousing Architecture**, with a focus on designing and implementing **Dimensional Models**, including **Star, Snowflake, and Galaxy schemas** to create robust data structures for optimal data storage and retrieval.
* Proficient in facilitating **API validation** and testing using industry-standard platforms like **Postman and Swagger**, ensuring the accuracy and reliability of APIs thorough testing procedures and comprehensive API documentation, enhancing the quality.
* Experienced in **SQL / NoSQL** **Database Management**, **Query Optimization**, **Performance Tuning,** **Database Administration** solutions and Proficient in designing and implementing robust data management systems, ensuring **data integrity, security, and scalability** for reliable and efficient business operations for data retrieval and storage purposes.
* Experienced in writing **SQL queries**, creating **views, user-defined functions, and stored procedures** for security and analysis.
* Proficient in Testing Environmentssuch as **Test-Driven Development (TDD), Behaviour Driven Development (BDD), Acceptance Test-Driven Development (ATDD) & Continuous Integration,** and **Continuous Deployment (CI/CD).**
* Supported **Quality Assurance** in **Unit Testing,** **Integration Testing, System Testing,** **Functional Testing**, **Smoke Testing, Regression Testing**, **Load, Performance Testing**, **Positive Testing, Negative Testing, User Acceptance Testing (UAT)** etc.
* Worked with testing teams in creating artifacts: **Test Cases**, **Test Scenarios,** and **Requirement Traceability Matrix (RTM)**.
* Hands-on experience with **interactive** and **collaboration tools** like **Confluence** and **SharePoint** to improvise team’s communication, **content creation, documentation, and project management** and Developed **Gantt Charts, Sprint Burndown**, **Release Burndown** & **Issue Tracking Charts** using **JIRA** for tracking and reporting progress and issues.
* Proficient at creating Reports, **Pivot Tables**, **VLOOKUP, Hook-up, Index, Graphs,** and **Match** in **MS Excel**, Proficient at utilizing **MS PowerPoint, MS Access,** and **MS Word**.
* Well-versed with **Business Intelligence** tools for **ad-hoc reporting, MOLAP reporting, BI reporting, matrix reporting and summary reporting** with **Tableau** and **PowerBI**, for gaining insights on advanced analytical data analysis and measurement.

**SKILLS AND TOOLS**

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| Project Management Tools | MS Project, SharePoint, Teams; Confluence, Atlassian JIRA, TFS |
| Prototyping Tools | MS Visio, Lucid Charts, Balsamiq, Adobe XD, InVision Studio |
| Business Skills | Gap Analysis, SWOT Analysis, Cost-Benefit Analysis, Feasibility Study |
| ETL and Database Tools | Informatica, MySQL, Oracle, PostgreSQL, Microsoft SQL Server, Cosmos DB, Azure Data Studio |
| Languages | C, C++, Java, .NET, Node JS |
| Data Warehousing | Data Marts, Data Lake, Data Modelling, Data Mapping, ETL, ELT, ODS, OLAP, OLTP |
| Development Architecture | Onion Architecture, Service Oriented Architecture (SOA), Microservice Architecture (MSA) |
| Cloud Technologies | Azure Cloud Services, AWS (Amazon Web Services) |
| Testing Tools | HP QC/HP ALM, Bugzilla, SOAP UI, Postman, Cucumber, qTest, |
| BI/Reporting Tools | Tableau, Power BI, Axure RP, Qlik, MS Office Suite (Excel, Word, PowerPoint) |

**PROFESSIONAL EXPERIENCE**

**Fifth Third Bank Cincinnati, OH**

**Sr. Business Analyst Mar 2023 – Present**

**Roles and Responsibilities:**

* Accumulated good understanding of how Automated Investment Advisor works and the business model adopted by the firm.
* Worked with business teams to understand and gain knowledge on **compliances** such as **KYC, BSA, Data Protection Act.**
* Performed **System Analysis** to understand the **AS-IS** process and collaborated with the team to design **TO-BE** process based on the requirements gathered and designed TO-BE process using Business Process Modeling tool - Microsoft Power Auto.
* Performed **GAP, PESTEL** and **Cost-Benefit analysis** to establish the significance of the enhancement for the project.
* Created comprehensive **Business Requirement Document, Functional Requirement Document and system requirement documents (BRD, FRD, SRS)**, outlining functional and non-functional requirements for project stakeholders.
* Worked with Subject Matter Experts (SME) to capture and understand the high-level business requirements by conducting different **elicitation techniques** like **Questionnaire, semi-structured interviews, brainstorming sessions, and surveys.**
* Collaborated in Designing **Conceptual and Logical Models** to capture the entities existing in the system and the relationship between them using **Entity-Relationship Diagrams (E-R)**, keeping in mind the business requirements using MS Visio.
* Identified, evaluated, and addressed credit risk in development, deployment, interpretation, and maintenance of the underwriting guidelines in support of new confidential products, performance issues, performance issues, enhancement.
* Participated in all the **Scrum ceremonies** and facilitated communication between business and the development team.
* Associated with Product Manager in maintaining Product **Backlog** and helped the PM in slicing and drafted the User Stories.
* Helped the Scrum Master in conducting scrum ceremonies like **Daily stand-ups, scrum planning, review, retrospectives**.
* Adequate knowledge in performing **CRUD** operations including **GET, PUT, POST, PATCH, DELETE** methods, API Endpoint Validation using **POSTMAN** and documented using **Swagger** to capture the different **error** **codes** received.
* Developed SQL queries using **joins, unions, group by, order by, aggregate functions** to extract data to manipulate and calculate the information using SQL Database to fulfill data needs and identified tables from which data is being extracted.
* Utilized **ETL** Process by mapping data from different sources to the target thereby reporting and analyzing metrics and Created **Data Mapping document** for the application after finalizing the attributes and tables with respective business users to identify, define, and document **data sources, transformations, and target systems**, facilitating accurate data flow.
* Supported the Testing team in creating **Test Plan, Test Scripts, Test Cases, Test Reports** and collected **Test Data** for successful completion of Integration Testing and Functional Testing Automation and documented all the test results.
* Monitored and analyzed the performance and availability of our application and infrastructure using **AWS cloud watch.**
* Developed **Gantt Charts, Sprint Burndown, Release Burndown & Issue Tracking Charts** using **Atlassian** **JIRA** for tracking and reporting progress and issues helping to streamline communication and project management.
* Maintained the agile board and deployments using **Atlassian** **JIRA** and documented various issues using **Confluence.**
* Utilized Business intelligence tools like and **PowerBI** to extract valuable insights from data, for informed decision-making and data analysis generating **ad hoc reports, summary reports, matrix reports, dashboards report.**

**Environment**: **Agile** **Scrum, Microsoft Power Automate, MS Visio 2019, Swagger, SQL Database, JIRA v7.13, Informatica v9.1, HP ALM, Confluence, Power BI.**

**Maine Department of Health and Human Services. Augusta, ME**

**Sr. Business Analyst/Scrum Master Dec 2021 to Feb 2023**

**Roles and Responsibilities:**

* Worked with the product owner to understand the overall **Product Vision, Scope,** available **Resources** and **Release Timelines**.
* Conductedsemi-structured **Interviews** withSMEs including but not limited to regulators, health and human service specialists, diagnosticians, vaccination specialists, government officials, doctors, clinical partners, and insurance providers.
* Used **Card Sorting, SWOT Analysis** and **Benchmarking and Market Analysis** for comparison of similar efforts nationally.
* Organized **Focus Groups** with Information Security and Data Compliance experts for adherence to **HIPAA** and **HITECH**.
* Performed in-depth **Risk Analysis** to create a **Risk Register** for regular follow-ups with the development and operations team.
* Analyzed the **AS IS** information sharing **workflow**, designed and documented the envisioned **TO BE** information sharing **workflow** using **BPMN** and conducted detailed **Gap Analysis** to understand system fit within the existing solution ecosystem.
* Created **high fidelity, throwaway mockups** using **Adobe XD** which would be prioritized and estimated post PO approval.
* Pushed the **MVP** implementation consisting of three end-to-end features - **Latest News**, **CDC Updates** and **FAQ**.
* Worked with the development team to convert Functional **INVEST** criteria **User Stories** into Technical **SMART** tasks.
* Functioned as a proxy SM facilitating **Daily Standup** regularly and **Replenishment**, **Service Delivery Review**, **Delivery Planning**, **Risk Review**, **Operations Review** and **Strategy Review** meetings as and when required to maximize team output.
* Helped the PO to define the **Acceptance Criteria** for stories to be prioritized for the **Kanban board.** Established a rigorous **Code Review** process, stringent **Definition of Done** (**DoD**) and employed **Principle of Least Privilege** for quality and security.
* Sourced dummy data sets from data. world for **Security Scanning**, **Risk Assessment**, **Vulnerability Scanning**, **Penetration Testing** and **Security Auditing**, ensuring that data security was in compliance with the applicable data regulation policies.
* Understood the future-state cloud architecture using AWS and suggested use of **GuardDuty** and structured role-based access.
* Provided clarifications to development team on data compliance regulations and assisted the testing team during **System Testing**. Worked directly with the PO for **User Acceptance Testing** (**UAT**) and facilitated **System Demos** to leadership team**.**
* Created and maintained the **Access Control Matrix**, **Change Control Process** and **Business Continuity Plan** (**BCP**).

**Environment: Agile/Scrum, MS Word, MS Excel, Pivot, VLOOKUP, ETL, JIRA, SQL, Tableau, MS Visio, MS SharePoint**

**BMO Harris Bank Chicago, IL**

**Sr. Business Systems Analyst Jun 2019 to Nov 2021**

**Roles & responsibilities:**

* Expertise in **PESTEL analysis** with proven ability to identify and assess external factors that impact business operations and skilled in using PESTEL analysis to develop strategies that mitigate risks and capitalize on opportunities.
* Designed and reviewed documents including the Software Requirement Specifications (**SRS**), Business requirements document (BRD), Use Case Specifications, Functional Specifications Document (**FSD**), Systems Design Specification (**SDS**), Requirement Traceability Matrix (**RTM**) and testing documents.
* Analyzed prior documentation and business processes meticulously for a complete understanding of the project. Conducted comprehensive **Document analysis** and interviewed area experts, adeptly asking detailed questions, and meticulously recording the requirements, while building a bridge between stakeholders, **technical experts**, and **cross-functional teams**
* Conducted an extensive **Market Trends analysis, Cost-Benefit analysis, Customer Segmentation** and **Behavioral analysis** to understand the **AS-IS** system of the current Platform and Facilitated Focus Groups, Brainstorming sessions, JAD sessions to gather requirements and collaborated with the development teams to design the **TO-BE** state of the system.
* Produced **Unified Modeling Language (UML)** diagrams such as **Use-Case diagram, activity** **and Sequence diagram** for Business Stakeholders and end-users to get a better perspective on the flow of system using **MS Visio** and **Lucid Charts**.
* Collaborated with the PO in maintaining the **Program Backlog** and the dependencies across different teams within the ART. Conducted User Story Writing sessions and determined the **Acceptance Criteria** for PSPI during the PI Planning.
* Coordinated with the Scrum Master in conducting ART ceremonies such **as PI Planning, System Demo, Product Increment review and Inspect and Adapt workshops**, helped in creating sprint reports like **Burndown/Burnup Charts.**
* Developed **MVPs** with features enough for initial review after product grooming, developing **User Stories** with the help of **JIRA**, **prioritizing** using **MoSCoW** model, proposing **Acceptance** **Criteria** and collaborating with the Product Owner.
* Involved in ETL process using **Informatica Power Center** and performed transformation on the landing database.
* Actively collaborated with the development team to design and build the **tracking feature** on the **web application**.
* Created **business process models** and **process flow charts** for integrating the gpi API into the payment flows for tracking.
* Used **Confluence** to obtain sign-off from stakeholders on the Process Design Document created incorporating **business rules**, **input** and **output** **data, mappings, feedback** ensuring a well-structured and approved project foundation.
* Built robust mechanisms to effectively **validate changes** and evaluate their impact and diligently tracked them using **JIRA**.
* Responsible **for defect tracking** and **detailed reporting**, maintaining **collaborative partnership** with the development team. This ensured the consistent delivery of **high-quality**, **timely releases**, contributing to the overall success of project.
* Collaborated on successful **ETL** implementation using **Informatica,** enabling **OLAP** operations for in-depth analysis of data, providing insights of suspicious **financial activities** and the **transactions**, enhancing the **fraud detection** capabilities.
* Performed **rollup** and **drill down** operations as a part of OLAP data warehouses to present data in the required format.
* Closely operated with the **API** and Web Services team while developing new APIs and enhancing the existing APIs along with preparing API technical and testing documentation using **Postman** and **SoapUI** for the whole system processes.
* Created comprehensive API documentation serving as a vital reference for **API endpoints**. This documentation included detailed sections covering resource descriptions, **endpoints**, **supported methods**, **parameters**, and **visual sample requests**.
* Participated and assisted the QA team by building test strategies and test plans for testing processes like **smoke testing, sanity testing, user acceptance testing (UAT), performance testing, beta testing, load testing and regression testing**.
* Collaborated closely with the QA team, actively devising **Test Plans**, **Test Cases**, and **Test Scripts**, while issuing detailed **Test Reports**. Effectively tracked the requirements using **Requirements Traceability Matrix (RTM**) in HP ALM. Additionally, offered ongoing support for bug fixes and provided essential maintenance after the product's successful launch.
* Generated **user interactive reports** including **Customer Enrolment**, **Transaction Type**, and **Payment tracking** using **Tableau** and **Excel**, effectively tracked impact of the program on transaction process for further reference in payment flow.

**Environment:** **SAFe 4.0, Confluence, JIRA, ServiceNow, HP ALM, MS Office, MS SQL, Informatica, Tableau.**

**AbbVie Vernon Hills, IL**

**Business Analyst Mar 2017 to May 2019**

**Roles and Responsibilities:**

* Interviewed **Subject Matter Experts, Technical Leads, Database Engineers, Data Architects** and other **Stakeholders** to understand their **Business Requirements** and **Functional Requirements** in a better way and gathered their future needs.
* Performed **As – Is / To - Be** analysis to figure out the current business processes and future business requirements for the new functionalities and consequently executed and monitored a **Gap Analysis** to quantify the difference and describe the gap in performance of existing and future business process for a better understanding of the flow of project direction.
* Worked with PO to create **Release Planning Document & Work Breakdown Structure**, to deliver the document.
* Assisted and participated with the team in **PI Planning, Sprint Planning, Issue Tracking**, and **Impediment Management**.
* Documented User Stories and Acceptance Criteria using **Jira** for the **Potentially Shippable Product Increment**.
* Assisted PO in Prioritizing the **Product Backlog** using **MoSCoW** for developing Sprint tasks by taking technical suggestions from the cross-functional software development team and considering the Business Factors to prioritize Product Backlog.
* Understood the current system to create a **Data Dictionary** and defined the **Meta Data** fields for data structure.
* Assisted and collaborated in planning the **Data Modeling** process by creating **Conceptual** and **Logical ER Diagrams** to identify and understand the **Facts, Dimensions**, and **Schema** of the centralized data warehouse with the team.
* Assisted in the creation of **Deployment Flow Chart** with Consistent terminology in conjunction with development, infrastructure, network teams and containing information for maintaining the application using **MS-Visio**.
* Worked with **QA** team with creation and implementation of **Test plan, Test Strategy, Test cases, Test Scenarios for UAT using Jira.** Assisted in **Regression testing** and **automated testing** using **HP ALM** to ensure the performance is meeting the requirements.
* Logged & tracked the defects, technical debts using **Jira** & assisted the data architect in the testing process with the QA team.
* Tracked progress using **Burn-Up** and **Burn-Down** charts and reported it to the **Stakeholders** and **Project Manager.**

**Environment:  Waterfall-Scrum(hybrid), MS Office (MS Word, MS Excel), MS Visio, HP ALM, MS Project, SharePoint.**

**Dillard’s Little Rock, AR**

**Business Analyst Oct 2015 – Mar 2017**

**Roles & responsibilities:**

* Skillfully facilitated collaborative **JAD sessions**, in-depth **Interview sessions**, and insightful **Focus groups** to adeptly elicit requirements from diverse stakeholders, ensuring comprehensive understanding of project needs.
* Proficiently elicited comprehensive requirements, authored detailed **Business Requirements Document (BRD)**, and seamlessly connected the Requirements Page in **Confluence** to Jira. This enabled efficient translation into **User Stories** and **Acceptance Criteria**, fostering collaboration with Product Owners.
* Created **Use case Diagrams**, **Activity** and **Sequence Diagrams** using **MS Visio**.
* Participated in various scrum ceremonies like **Sprint Planning, Daily Standups, Sprint Review and Sprint Retrospective**.
* Handled **Requirement Churn** by coordination with Product Owner and Development Team considering Scope Creep.
* Established and maintained agile **Scrum Boards** to focus on the management of tasks, defects and product releases.
* Reported bugs using Jira and tracked the **defect life cycle** to track the test coverage and minimize **Average Bug Age**.
* Took a proactive role in leading the **User Acceptance Testing** (UAT) phase, diligently **validating system requirements** and functionality alignment with users. Expertly incorporated their invaluable feedback using **Cucumber** for enhanced results.
* Executed system **test plans**, meticulously designed **test cases** and **test data** on MS Excel, conducting rigorous **system testing**, **smoke testing**, and **regression testing**. Effectively managed and tracked defects using JIRA for streamlined resolution.
* Reviewed defect reporting and resolution in **HP Quality Centre** to track the project progress against schedule.

**Environment: Scrum Waterfall Hybrid, MS Visio, Wiki Docs, MS Office Suite, MS Excel, Prezi Business for Presentation, MS SQL, Lucid Chart, HP QC.**

**HSBC Bank Kolkata, India**

**Business Analyst May 2014-Sept 2015**

**Roles and Responsibilities:**

* As a **Business Analyst**, functioned in eliciting requirements using **Questionnaire, interview sessions**, analyzed the feasibility of requirements, and conducted **GAP** Analysis to derive requirements for **ECS processing**.
* Assisted in **conducting Cost Benefit analysis, Feasibility check, Impact analysis, Return on Investment analysis (ROI), Cost analysis and** Created **project proposal document, project charter document** and **work breakdown structure**.
* Interacted with **SME’s**, asking detailed questions and carefully recording the requirements in a format that can be understood and reviewed by **technical** and **business team**. Assisted in creating **Business requirement document**, **system requirement specification**, **functional requirement document, System Design Document, Software Development Document.**
* Created **Mock-Up** and **Wireframes** using **User Interface** components for client verification. Adopted **Entity relationship modeling technique** and developed **Conceptual, Logical and Physical** data model for **DFI tables** to design databases.
* Worked closely with the testing team to develop test plans, test cases, creating **test scenarios** and **test analysis reports**.

**Environment: Waterfall, SharePoint, MS project, MS Visio, MS SQL server.**

**EDUCATION:**

Bachelor of Technology in Electronics and Communication Engineering - R.V.R & J.C College of Engineering, India