

**VISHNU TEJASWI K**

**Business Analyst & Scrum master**

 **PERSONAL INFORMATION**

* +91 888 4826064
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* Bangalore, India

 **BA SKILLS**

* Requirement gathering & Analysis
* Stakeholder Analysis
* Use case, documentation
* UI Wireframing
* Process flow mapping
* Issue log creation
* Project Tracking
* Problem solving
* Critical Thinking

 **SCRUM SKILLS**

* Scrum frame working
* Sprint planning
* Conducting Daily scrum
* Conducting Sprint Retrospective

 **TECHNICAL SKILLS**

* SQL
* MS office
* Casewise Modeler
* Rally Dev
* Rational Software Architect (RSA)
* MS Visio
* SNOW (Service Now)
* JIRA
* Sharepoint
* Smartsheet
* Azure DevOps

 **SOFT SKILLS**

* Presentation skills
* Communication skills
* Listening skills
* Meeting management
* Conflict resolution
* Training skills

 **CERTIFICATIONS**

* Six Sigma Yellow belt

 **ACHIEVEMENTS**

* Top performer award “TOP GUN” Tangoe for Oct’17
* 1st prize in paper presentation on

 hybrid cars

 **PAPER PRESENTATION**

Impact of Consumer Decision Making Process on Purchasing of Mobile Phones (Publication - GE-International Journal of Management Research)



**E**   **EDUCATION**

* **MBA** (2015)

 VIT business School - 79.1%

* **Btech** (2013)

 EEE – 71.9%

**SUMMARY**

Over 5.3 years of rich experience in Business Analysis, Scrum master and Project management with Six Sigma Yellow Belt Certification

**WORK EXPERIENCE**

**Feb 2017-till date**

**Tangoe India Softek**

* Requirement gathering and analysis from stakeholders of Tangoe and clients
* Delivered 10+ process automation projects
* Saved 10000+ manual hours by using agile methodology in 2017-18
* Performed requirement analysis, project planning and UAT for automations
* Created use cases, BRDs, process flow mapping and architecture diagrams
* Ensured all backend and front-end applications are updated as per the requirements
* Iteration/Sprint planning based on use cases
* Conducted retrospective at the end of the sprint
* UI design for web/windows applications
* Part of designing database tables, module logics and validations
* Followed agile manifesto in all the projects
* Sticking to the scrum framework
* Making sure to follow scrum guide

**Projects handled:**

* Real Time Metrics
* DNR-Redirect
* Missing Check feedback
* Monthly pooling tracker
* EMS\_Pfizer monthly report
* Workbook Automation
* Fulfillment dashboard
* Employee on-boarding

 **Continuous Improvement – RPA**

 Finding the scope of RPA using UI path & Kapow for the existing manual process flows for better Productivity

 **Quess Corp**

**Nov 2016-Feb 2017**

* Created Use case & Business Process Flows basis existing processes in Quess Corp.
* Process implementation and stabilization of data management, invoicing and payroll processes
* Prepared BRD and SRS documents for developing the payroll processing tool for Associate employees of Quess Corp which encompasses multiple stages from employee hiring process, pay rolling process through CTC declaration

 **IBM**

**Jan 2016-Oct 2016**

* Requirement gathered from stakeholders for New/MACD projects of AT&T Client
* Modelling the AS-IS and TO-BE process flows based on business, systems and application requirements using the Casewise modeling tool
* Validated and analyzed the change requests
* Provided inputs to stakeholders based on the models created and improvements identified to optimize the Business Process
* Conducted project stakeholder meetings, demonstrative walk-through with clients by providing them with the necessary overview of the Project and Technical details.
* Performed Data Architect role (creating data flow/sequence diagram per use case by data mapping activity and maintaining data dictionary)
* Tracked the dependencies and issues to closure at appropriate phases of the project.

 **Projects handled (Agile Methodology:**

* Sales Automation- Pricing and Promotional Wizard
* Critical CRs of IP FLEX
* Introducing Cisco 881 Router (New Start/MACD)

 **Mohan Engineering Works (MEW)**

**Jul 2015- Jan 2016**

* Order management process owner. Ensured collection of new orders, tracking and delivery as per the standard operating procedure and resolve the bottlenecks.
* Owner for customer service experience. Identified the customer service pain points and ensured their resolution and increased customer satisfaction metrics by thirty percentage points.