

CHANDRA SEKHAR VEMULAPADU

Business Analyst | Assistant Manager

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Core competences:

- Business Analysis Planning and Monitoring.
- Elicitation and Collaboration.
- Requirement Life cycle Management.
- Requirement Analysis and Design Definition.
- Strategy Analysis
- Solution Evaluation
- Stakeholder management
- Project management

Technical skills

- Documentation Tools: MS Suite.
- Prototyping & Wire frames Tools: Axure & Balsamiq
- Modeling Tools: MS Visio, Draw.io.
- Database: SQL
- Project Management tool: JIRA
- Reporting Tools: Power BI, & Tableau.

Education:

- MBA in Finance from Osmania University (2019)

Certificates:

- Certified IT – Business Analyst IIBA [EEP]
- Certified Scrum Master from Scrum Alliance (Sept 2023 to Sept 2025)

Language:

- English, Hindi & Telugu

Awards at Y-Axis:

- CEO Appreciation award – 2019
- Best consultant in 2013,14 & 15

Career object:

Seasoned professional with **17** years of expertise in banking and immigration, including 3.9 years as a Business Analyst. Adept at requirement gathering, process optimization, and bridging the gap between business and technical teams. Seeking to leverage my extensive industry knowledge and analytical skills to deliver innovative solutions that drive organizational success

Profile summary:

- In-depth knowledge of the **Software Development Life Cycle (SDLC)** across various phases, including both **Waterfall** and **Agile-Scrum methodologies**.
- Proficient in **Waterfall methodology**, ensuring structured project management through clearly defined stages such as **requirement analysis, design, development, testing, and implementation**, while maintaining meticulous documentation.
- Experienced in **Agile practices**, facilitating **daily stand-ups, sprint planning, backlog grooming, and iterative delivery** to ensure adaptability and collaboration between business and technical teams.
- Skilled in gathering, analyzing, and validating requirements, translating them into comprehensive **BRDs, FRDs, and user stories**, and delivering user-centered solutions.
- Adept at bridging communication between stakeholders, development teams, and business units to ensure seamless project execution and alignment with organizational goals.

Projects Handled:

Project 1:

Salesforce CRM Implementation for Immigration Services
Company: Y-Axis Solutions Pvt Ltd
Project Duration: 12 Months | Team Size 8 Members | Output: CRM

Project 2:

Capstone Project: Development of Agricultural Products Ordering App
Institution: COEPD - Authorized Partners for IIBA
Project Duration: 18 Months | Team Size: 10 Members

Project 3:

Live Project: Immigration Case Management System App
Institution: COEPD - Authorized Partners for IIBA
Project Duration: 18 Months | Team Size: 10 Members | Output: Android App

Work Experience:

Company Name: Y-Axis Solutions Pvt Ltd

| From Feb 2011 to Present |

Designation: Assistant Manager | Business Analyst

- Managed the full lifecycle of immigration project requirements from inception to completion, ensuring compliance with evolving global immigration laws and adapting to shifting client needs.
- Focused on detailed requirement-gathering sessions with immigration consultants and clients, crafting tailored immigration solutions that effectively address specific client needs.
- Translated complex immigration regulations into clear, actionable requirements and comprehensive design documents, guaranteeing that all services adhere to current standards and fulfil client expectations.
- Analyzed various immigration pathways and services to assess their effectiveness in meeting specific client scenarios and requirements, optimizing service offerings for peak performance.
- Wrote Business Requirements Documents (BRD) and Functional Requirements Documents (FRD) for the development of new immigration software tools, enhancing processing accuracy and operational speed.
- Implemented Software Development Life Cycle (SDLC) processes, proficiently utilizing both Agile-Scrum and Waterfall methodologies to deliver robust technology solutions that enhance client data management and streamline application processing.
- Created detailed process flow diagrams and utilized Use Case Diagrams to model complex visa application procedures, ensuring clarity and efficiency in process execution.
- Converted intricate immigration rules and client requirements into comprehensive user stories, guiding software development teams in crafting client-centric application interfaces.
- Managed the entire cycle of solution customization for immigration services, from problem identification and GAP analysis to change management, system implementation, User Acceptance Testing (UAT), and ongoing support.

Project 1: Salesforce CRM Implementation for Immigration Services

Company: Y-Axis Solutions Pvt Ltd

Project Duration: 12 Months | Team Size 8 Members | Output: CRM

Role: Business Analyst

Methodology: Waterfall

Project Description: As part of the Salesforce CRM implementation at **Y-Axis**, the project focused on developing a solution to enhance Salesforce CRM's capabilities. The platform provided a comprehensive system for both employees and applicants to efficiently manage applications, documentation, and status updates, ultimately improving workflow efficiency and user experience.

Team Composition:

1 Product Owner | 1 Business Analyst | 1 Manual Tester | 3 Front-end Developers | 2 Back-end Developers (Java)

Responsibilities:

- Conducted **Enterprise Analysis** and under the assistance of a senior BA in creating a Business Case Document, conducted **Stakeholder Analysis**, and prepared **RACI Matrix**.
- Gathered requirements from business heads using **Elicitation Techniques** and created a Business **Requirements Document (BRD)**.
- Translated **BRD** into **Functional Requirements Document (FRD)**, Collaborated with the technical team, and prepared **SRS Document**.
- Created **UML diagrams** and **wireframes** to visually represent requirements using **MS Visio, Balsamiq, and Axure**.
- Created and maintained **RTM** throughout the project.
- Assisted in Testing Team by preparing **Test Case Scenarios** and ensured the **UAT** was successful.

Projects 2: Capstone Project: Development of Agricultural Products Ordering App

Institution: COEPD - Authorized Partners for IIBA

Project Duration: 18 Months | Team Size: 10 Members

Role: Business Analyst

Methodology: Waterfall

Overview:

As part of the Business Analyst curriculum at COEPD, this capstone project developed an Android application specifically designed for the agricultural sector. The application serves as a digital marketplace where farmers and agricultural businesses can buy and sell products like seeds, fertilizers, and equipment. Utilizing the Waterfall methodology, the project followed a structured, sequential phase approach encompassing requirements gathering, system design, implementation, verification, and maintenance. This rigorous methodology ensured each phase was thoroughly completed before progressing, resulting in a well-defined and effective product deployment.

Team Composition:

1 Project Manager | 1 Business Analyst | 2 Manual Testers | 5 Back-end Developers (Java) | 3 Front-end Developers (UI/UX)

Responsibilities:

- Conducted **Enterprise Analysis** and under the assistance of a senior BA in creating a Business Case Document, conducted **Stakeholder Analysis**, and prepared **RACI Matrix**.
- Gathered requirements from business heads using **Elicitation Techniques** and created a Business **Requirements Document (BRD)**.
- Translated **BRD** into **Functional Requirements Document (FRD)**, Collaborated with the technical team, and prepared **SRS Document**.
- Created **UML diagrams** and **wireframes** to visually represent requirements using **MS Visio, Balsamiq, and Axure**.
- Created and maintained **RTM** throughout the project.
- Assisted in Testing Team by preparing **Test Case Scenarios** and ensured the **UAT** was successful.

Technologies Used:

- Java for back-end development
- Advanced UI/UX design tools for front-end development
- Project management and documentation tools

Project 3: Live Project: Immigration Case Management System App

Institution: COEPD - Authorized Partners for IIBA

Project Duration: 18 Months | Team Size: 10 Members | Output: Android App

Overview: This live project, part of the advanced Business Analyst training at COEPD, an IIBA authorized partner, centered on developing an Android app to optimize immigration case management. The app provides a robust solution for immigration officers and applicants to efficiently manage applications, documentation, and status updates. Executed using Agile methodologies, the project emphasized rapid iteration and continuous user and stakeholder feedback, enabling quick adaptation to changing requirements and ensuring a user-centered design and development process.

Team Composition:

1 Project Manager | 1 Product Owner | 1 Scrum Master

1 Business Analyst | 1 Manual Tester | 3 Front-end Developers | 3 Back-end Developers (Java)

Role: Business Analyst

Methodology: Agile

Job Responsibilities:

- Interacted with the stakeholders and gathered requirements by using various **elicitation techniques**.
- Created user stories with appropriate acceptance criteria with the assistance of the Product Owner. Added **user stories** into **product backlog** using the **JIRA** tool.
- Prioritized and validated the requirements using **Moscow** and **FURPS** technique, added **user stories** to **sprint backlog** based on prioritization order.
- Collaborated with Product Owner and Scrum Master for **BV** and **CP**. and assisted the Product Owner for the creation of **DOR** and **DOD** checklist.
- Participated in **sprint ceremonies** to remove **road blocks** in the project.
- Generated **Sprint, Product Burn down/Burn up charts** to track the project progress.
- Participated in product planning and **UAT** to successfully deliver each sprint component.

Technologies Used:

- Agile project management tools (e.g., JIRA, Confluence)
- Java for back-end development
- Modern front-end development frameworks and tools for UI/UX design
- Automated and manual testing tools

ICICI Prudential Life Insurance - Consultant Trainer**| From Nov 2009 to Dec 2010 |**

- Crafted a comprehensive training materials tailored to the specific needs of insurance advisors and sales teams, enhancing their understanding of insurance products and sales techniques.
- Conducted engaging training sessions for various teams across the organization, significantly enhancing participant engagement and knowledge retention.
- Focused on the development of key competencies such as client handling, objection management, and persuasive communication, which markedly improved advisor effectiveness in client interactions.
- Actively solicited feedback from trainees and managers to continuously improve training programs, making them more relevant and impactful.

ICICI Prudential Life Insurance - Unit Manager**| From Nov 2007 to June'09 |**

- Managed a team of insurance advisors, implementing regular skill enhancement sessions that improved team dynamics and client service.
- Fostered long-term relationships with clients by delivering personalized insurance solutions, increasing client loyalty and repeat business.
- Consistently led the team to meet and often surpass quarterly sales targets through strategic client engagement and effective sales tactics.
- Conducted ongoing training programs to deepen team members' knowledge of insurance products and sales techniques, boosting operational efficiency.
- Coordinated successful product launches that significantly increased client awareness and adoption of new insurance offerings.
- Regularly analyzed market trends and competitor strategies, enabling the team to adjust sales approaches and maintain a competitive edge.
- Developed customer-centric protocols that elevated client satisfaction, setting the branch apart for its exceptional service.