

CHANDRA SEKHAR VEMULAPADU

BUSINESS ANALYST

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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.

ACADEMIC BACKGROUND:

- 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 SKILLS:

- English, Hindi & Telugu

AWARDS:

- CEO Appreciation award – 2019
- Best consultant Award in 2013,2014 & 2015

CAREER OBJECTIVES:

Seasoned professional with **17 years** of experience in IT, Immigration and Banking, including **6 years** as a Business Analyst. Expertise in requirement gathering, process optimization, and bridging business and technical teams. Dedicated to leveraging industry knowledge and analytical skills to deliver innovative solutions that drive organizational performance and sustainable growth.

PROFILE SUMMARY:

- In-depth knowledge of SDLC in various phases (i.e waterfall & agile)
- Proficient in **Waterfall Model**: Gathered requirements using **Elicitation Techniques** and prepared **BRD, FRD, SRS** prepared **RACI Matrix**, BCD, created **UML Diagrams** and **Prototypes** and requirements tracking through **RTM** well versed with **UAT** handling **Change Request**.
- Expert in **Agile Scrum**: Creation of **user stories** and Added **Acceptance Criteria, BV & CP, Sprint & Product Backlogs** conducted various **Sprint Meetings; Sprint & Product Burn down charts** ensured **DOR** and **DOD** checklist.
- Adept at bridging communication between stakeholders, development teams, and business units to ensure seamless project execution and alignment with organizational goals.
- Highly skilled in solution customization cycles, including GAP analysis, change management, implementation planning, and post-implementation support to ensure business objectives are met.
- Strong collaboration skills, working closely with cross-functional teams to translate complex business needs into functional and technical specifications, fostering seamless communication and execution.
- Committed to delivering high-quality solutions that align with organizational objectives, leveraging 17 years of diverse experience across IT, Immigration and Banking domains.
- Flexible and adaptable personality with strong work ethics, logical mind, keen eye for detail, ability of multitasking & maintaining a positive attitude in high-stress situations.
- Excellent leadership and mentoring abilities, guiding teams through complex projects while maintaining a collaborative and results-driven environment.

WORK EXPERIENCE:

COMPANY: Y-AXIS SOLUTIONS PVT LTD

| From Feb 2011 to Present |

Designation: Assistant Manager

PROJECT 1: CRM Implementation for Immigration Services

| Agile |

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.

Role: Business Analyst

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.
- Identify opportunities for process enhancements and implement improvements that align with organizational goals and improve productivity.
- Assist in the development and execution of strategic plans to meet business objectives, ensuring alignment across departments.

PROJECT 2: Application Enhancement – eManager

| Agile |

Project Description:

As part of the Salesforce eManager tab enhancement project, we developed a solution to enhance the platform's capabilities. The enhanced system provides managers with a comprehensive tool to monitor employees' day-to-day performance effectively.

Role: Business Analyst

Responsibilities:

- Conducted **requirement-gathering sessions** with stakeholders, utilizing techniques such as **interviews, workshops, and surveys**.
- Created user stories with appropriate acceptance criteria with the assistance of the Product Owner. Added **user stories** into **product backlog** using the **JIRA** tool.
- Applied the **MOSCOW** and **FURPS** techniques to prioritize and validate requirements, subsequently organizing user stories into the sprint backlog according to their priority.
- 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.
- Contributed to product planning and **User Acceptance Testing (UAT)** to ensure the successful delivery of each sprint component.
- Work effectively within a team environment, providing support to colleagues and ensuring collaborative achievement of team goals.

PROJECT 3: Application Enhancement – Earning Dashboard | Agile |

Project Description:

As part of the Salesforce Earning Dashboard tab enhancement project, we developed a solution to expand the platform's capabilities. The enhanced system enables consultants to track their daily earnings, commissions, and monthly income with ease, providing greater transparency and efficiency.

Role: Business Analyst

Job Responsibilities:

- Collaborated with stakeholders to gather and document requirements through diverse **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.
- Used the **MOSCOW** and **FURPS** frameworks to assess and prioritize requirements, aligning user stories with sprint goals and backlog prioritization
- 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.
- Collaborated in product planning and participated in **UAT to guarantee** the successful implementation of sprint outcomes.
- Maintain clear and open communication with team members and managers to ensure alignment on priorities, issues, and updates.

PROJECT 4: Application Development – Prospects 3.0 | Waterfall |

Project Description:

As part of the Salesforce Prospect 3.0 tab development project, we developed a solution to optimize the filtering of prospective clients. The enhanced system empowers consultants to identify potential clients more effectively, provide tailored counseling on suitable immigration products, and drive increased business and revenue generation

Role: Business Analyst

Job 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.
- Take initiative in learning new skills, tools, and techniques to improve personal performance and contribute more effectively to the team.

COMPANY: ICICI Prudential Life Insurance
Unit Manager | From Nov 2007 to June'09 |

| From Nov 2007 to Dec 2010 |
Consultant Trainer | From Nov 2009 to Dec 2010|

- Managed a team of insurance advisors, implementing regular skill enhancement sessions that improved team dynamics and client service.
- Consistently led the team to meet and often surpass quarterly sales targets through strategic client engagement and effective sales tactics.
- 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.