

VENKATESH DHANANA

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CAREER OBJECT

A seasoned professional with over 11 years of experience, including roles as a Business Analyst, Project Coordinator, Marketing Manager and Software Developer. IT Business Analyst with 4+ years of experience in delivering product software solutions for the Power & Utility industry.

PROFILE SUMMARY

- Skilled in Customer Information Systems (CIS) and Meter Data Management (MDM) project planning.
- In depth knowledge of various phases of SDLC (Agile-Scrum and Waterfall).
- Performed AS-IS and TO-BE analyses, identifying improvements that streamlined operations and reduced processing times.
- Experienced in preparing BRD, FRD, SRS and RTM documents.
- Highly proficient in preparing process flow diagrams and modelling the requirement using UCDs.
- Developed UAT strategies, boosting testing accuracy by **30%** and ensuring smooth implementations.
- Strong communicator, adept at tracking progress, solving problems and achieving milestones.
- Detail-oriented Project Coordinator, skilled in team management and delivering projects on time and within budget.
- Improved data accuracy, supported in reducing errors and enhancing system stability.

WORK HISTORY

COMPANY: Fluentgrid Limited, Visakhapatnam. | **March 2021 - Present**

Designation: Business Analyst

PROJECT #1: BIHAR – Revenue Management System Business | **AGILE**

Project Description:

The RMS is an end-to-end operational management platform for utility operations, integrating customer care, billing and revenue processes into a single unified system. It standardizes workflows across all locations, ensures data transparency and automates critical functions.

CORE COMPETENCIES

- Business Analysis Planning & Monitoring.
- Requirement Life cycle management
- Elicitation and Collaboration
- Strategy Analysis
- Solution Evaluation

SKILLS

- Leadership & Team management
- Problem Solving & Critical Thinking
- Utility- Specific Knowledge
- Project Management & Delivery
- Stakeholder communication & co-ordination
- Stakeholder management
- Requirement Gathering & Gap-Analysis
- User Acceptance Testing
- Team monitoring & mentoring
- Presentation And Communication
- SQL And Databases

TOOLS/ SOFTWARE

- Microsoft Office Suite
- MYSQL & Oracle DB
- Microsoft Visio
- Axure RP Pro 7.0 and Balsamiq
- Java (J2SE, J2EE)
- Tableau, Power BI
- JIRA, Bugzilla
- Manual Testing

LANGUAGES KNOWN

English, Hindi & Telugu

EDUCATION

B. Tech in Computer Science & Engineering – 2012, Andhra University, Visakhapatnam.

Responsibilities:

- Conducted **AS-IS** studies to analyze and document current business processes.
- Interacted with the stakeholders and gathered requirements by using various **elicitation techniques**.
- Performed **gap analysis** and developed **functional specifications, BRD, use cases, process flows and To-Be** documentation.
- Created user stories with appropriate acceptance criteria with the assistance of the Product Owner. Added **user stories** into product backlog using the **JIRA** tool.
- Collaborated with Product Owner and Scrum Master for BV and CP. Assisted the Product Owner for the creation of **DOR** and **DOD** checklist.
- Participated in product planning and **UAT** to successfully deliver each sprint component.
- Assisted in integrating CIS, AMI-MDMS and WFM systems.

PROJECT #2: JBVNL – CIS, MDMS | AGILE

Description: The integration of CIS & MDMS is an end-to-end operational management platform for utility operations, integrating customer care, billing and revenue processes into a single unified system. It has real-time analytics which enables quick decision-making, efficient operations and enhanced consumer service delivery.

Responsibilities:

- Gathered and documented **BRDs & SRS**, collaborating with stakeholders to ensure alignment.
- 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.
- Participated in UAT to successfully deliver each sprint component and supported in application testing.
- Generated Sprint, Product Burn down/Burn up charts to track the project progress.
- Managed the change requirement from the client and delivered without budget overrun.

PROJECT #3: BESCOM – CIS, MDMS | WATERFALL

Description: The integration of CIS & MDMS is an end-to-end operational management platform for utility operations, integrating customer care, billing and revenue processes into a single unified system. It has real-time analytics which enables quick decision-making, efficient operations and enhanced consumer service delivery.

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.

COMPANY: Patra India Pvt., Ltd., Visakhapatnam | **March 2019 – March 2021**

Designation: Project Coordinator

Responsibilities:

- Enhanced team collaboration through regular meetings, fostering a positive and productive work environment.
- Provided guidance, training and mentoring to team members, ensuring effective utilization and growth.
- Managed inquiries and concerns from teams and clients with swift and effective responses.
- Maintained project updates weekly using Risk Register and Stakeholder communication through emails and skype.
- Boosted employee performance and job satisfaction, improving retention and engagement.

COMPANY: Wellfare Group Pvt., Ltd., Visakhapatnam | **Sep 2016 – Feb 2019**

Designation: Manager in Sales

Responsibilities:

- Researched competitors' activities and products to uncover new trends.
- Interpreted sales and pricing policies to departmental personnel and customers.
- Maintained marketplace visibility by participating in industry-related and community activities.
- Conducted team meetings to reinforce goals and objectives and set clear expectations about policies and procedures.

COMPANY: LRR Technologies Pvt., Ltd., Hyderabad | **Aug 2014 – Dec 2015**

Designation: Jr. Software Engineer

Responsibilities:

- Manipulated and implemented object-oriented programming models.
- Collaborated with team to analyze system solutions based on client requirements.
- Produced advanced and clean code for diverse applications.
- Contributed to daily scrum meetings with team updates

COMPANY: Vizag Steel Plant, Visakhapatnam | **July 2013 – July 2014**

Designation: Graduate Apprentice Trainee

Responsibilities:

- Completed required training programs and accompanying exams to maintain apprenticeship status.
 - Read and interpreted documents for standard operating procedures, safety rules and job-specific protocols.
 - Kept neat, organized records for completed work.
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