

Gaddala Umesh Chandra *Business Analyst*

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Career Objective

Leveraging 2 years of client relationship experience and growing business analysis skills to support data-driven decision-making and efficient project execution. Aiming to bridge business needs with technical solutions while continuously learning and delivering value to drive organizational success.

Profile Summary

- Proficient in **requirement elicitation and documentation**, including **BRD, FRD, and SRS**, ensuring alignment with business goals.
- Strong communicator, **facilitating seamless collaboration between stakeholders and development teams** throughout the project lifecycle.
- Hands-on experience in **user-centric design** and **requirement gathering for web-based agricultural solutions**.
- Assisted in **end-to-end project execution**, including **documentation, testing support, deployment coordination**, and **user training**.
- Strong background as a **Executive Client Relationship** in the **healthcare sector**, with a track record of **lead conversion** and **sales target achievement** through personalized engagement.
- Proficient in **CRM tools, cross-functional coordination**, and **post-sales support**, contributing to increased brand visibility through effective **marketing campaigns** and **on-ground promotions**.

Education

Andhra Loyola Institute Of Engineering And Technology • Vijayawada

|| June 2017 – Jan 2022 ||

Bachelor of Technology in Electrical and Electronics Engineering

Professional Experience

Business Analyst

|| May 2025 – Present ||

HCC (Freelance)

- Collaborated with stakeholders to gather, analyze, and document business requirements for the development of an agriculture-focused web platform.
- Created user flow diagrams, wireframes, and process maps to visualize functional requirements and improve system design clarity.
- Conducted gap analysis to identify process inefficiencies and recommend system enhancements tailored to farmers and agri-business users.
- Developed and maintained requirement traceability matrices to ensure alignment between business needs and technical deliverables.
- Facilitated sprint planning meetings, and review sessions with cross-functional teams to track progress and resolve roadblocks.
- Supported UI/UX designers and developers by translating requirements into functional user stories and acceptance criteria using tools like Balsamiq.
- Participated in UAT by validating system functionality against defined requirements and logging issues for resolution.

Cordlife

- Promoted the importance of stem cell banking and presented Cordlife services and benefits, serving as the primary point of contact for expectant parents.
- Conducted one-on-one consultations and product demonstrations across hospitals, maternity clinics, and antenatal workshops to generate awareness and qualified leads.
- Converted leads into clients by building trust through personalized engagement, timely follow-ups, and transparent communication.
- Consistently achieved or exceeded monthly sales targets by applying a consultative approach and customer-focused selling strategies.
- Collaborated with the marketing team to execute lead generation campaigns and organize on-ground promotional activities to enhance brand visibility.
- Maintained accurate records of client interactions, inquiries, and follow-up schedules using CRM tools to ensure smooth sales tracking and reporting.
- Educated clients on available plans, pricing models, and service packages to support informed decision-making and customer satisfaction.
- Provided end-to-end post-sales support and coordinated with internal teams to ensure seamless client onboarding and service delivery.

Technical Skills

Documentation Tools — MS Word, Google Docs**Prototyping & Wireframe Tools** — Axure, Balsamiq**Modeling Tools** — MS Visio, Draw.io**Project Management Tools** — Jira**Reporting Tools** — Power BI**Certificates**

Certified IT-Business Analyst (IIBA-EEP) — COEPD**BPM ASSOCIATE-IT** — NASSCOM**Languages**

- English
- Telugu
- Hindi