

VENKATESH DHANANA

Business Analyst

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SUMMARY

A seasoned professional with over 10 years of experience, including roles as a Business Analyst, Project Coordinator, Marketing Manager, and Software Developer.

Business Analyst with 4 years of experience in delivering product software solutions for the Power & Utility industry. Skilled in Customer Information Systems (CIS) and Meter Data Management (MDM) project planning. Proficient in Agile methodologies, SDLC, and project execution, with a strong ability to gather, analyze, and document business requirements to drive successful project outcomes. Experienced in enhancing operational efficiency and ensuring seamless technology integration.

KEY ACHIEVEMENTS

- Integrated multiple payment systems, optimizing transactions and improving revenue collection efficiency.
- Improved data accuracy, reducing errors by **20%** and enhancing system stability.
- Performed AS-IS and TO-BE analyses, identifying improvements that streamlined operations and reduced processing times.
- 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.

WORK HISTORY

Business Analyst - March 2021 - Present

COMPANY  Fluentgrid Limited, Visakhapatnam

PROJECTS: #1. BIHAR – Revenue Management System (RMS) Business

#2. JBVNL – CIS, MDMS

#3. BESCOM – CIS, MDMS

SKILLS

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

TOOLS/ SOFTWARE

- Microsoft Office Suite
- MYSQL & Oracle DB
- Microsoft Visio
- Java (J2SE, J2EE)
- Customer Information System (CIS)
- MIS – INSIGHTS
- Manual Testing

CERTIFICATIONS

- **Business Analyst IIBA – CPOA Certification (Currently Pursuing)**
- SQL Essential Training

- Led Unified Revenue Management System projects for NBPDCCL & SBPDCL (2.2 crore consumers) and JBVNL (58 lakh consumers). Conducted comprehensive AS-IS studies to document and analyze the client's current business processes.
- Conducted AS-IS studies to analyze and document current business processes.
- Gathered and documented business requirements, collaborating with clients to ensure alignment.
- Performed gap analysis and developed functional specifications, use cases, process flows, and To-Be documentation.
- Conducted UAT with clients, ensuring solutions met business needs and quality standards.
- Integrated payment gateways across digital and in-person channels.
- Tested systems and managed defects, validating outputs using BRDs.
- Assisted in integrating CIS, AMI-MDMS, and WFM systems.
- Provided functional training to utility end-users and helpdesk teams.

Project Coordinator - March 2019 – March 2021

COMPANY ☐ Patra India Pvt., Ltd., Visakhapatnam

- 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 using Risk Register and Stakeholder Register tools.
- Boosted employee performance and job satisfaction, improving retention and engagement.

Manager in Sales - Sep 2016 – Feb 2019

COMPANY ☐ Welfare Group Pvt., Ltd., Visakhapatnam

Jr. Software Engineer - Aug 2014 – Dec 2015

COMPANY ☐ LRR Technologies Pvt., Ltd., Hyderabad

Graduate Apprentice Trainee - July 2013 – July 2014

COMPANY ☐ Vizag Steel Plant, Visakhapatnam

LANGUAGES KNOWN

- English
- Hindi
- Telugu

LINKEDIN

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EDUCATION

B. Tech in Computer Science & Engineering – 2012
Sanketika Vidhya Parishad Eng. College - Andhra University, Visakhapatnam