

VENKATESH DHANANA

Certified IT-Business Analyst from COEPD (IIBA-EEP)

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PROFILE SUMMARY

A seasoned professional with over 10 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. Skilled in Customer Information Systems (CIS) and Meter Data Management (MDM) project planning. Proficient in Waterfall and Agile methodologies, SDLC and project execution, with a strong ability to gather, analyze and document business requirements to drive successful project outcomes.

KEY ACHIEVEMENTS

- 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.
- 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, reducing errors by **20%** and enhancing system stability.

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

CORE COMPETENCIES

- Business Analysis
- 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
- Client Interaction
- Stakeholder communication & co-ordination
- Stakeholder management
- Gap- Analysis
- Requirement Gathering
- User Acceptance Testing
- Team monitoring & mentoring
- Presentation And Communication
- SQL And Databases
- Data Analytics

TOOLS/ SOFTWARE

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

- Led Unified Revenue Management System projects for NBPDC & SBPDCL (2.2 crore consumers), JBVNL (58 lakh consumers) and BESCOM.
- Conducted AS-IS studies to analyze and document current business processes.
- Gathered and documented BRDs & SRS, collaborating with stakeholders to ensure alignment.
- Performed gap analysis and developed functional specifications, use cases, process flows and To-Be documentation.
- Assisted the PO in creating the Product Backlog and moving to Sprint Backlog based on prioritization.
- 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 weekly using Risk Register and Stakeholder communication through emails and skype.
- 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

Linkedin.com/in/d-venkatesh-52508182

EDUCATION

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