



# SUDHAMAYI PANDRAVADA

## CONTACT

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## PROFESSIONAL SUMMARY

- Detail- Oriented professional with **4 years of experience** in analyzing business processes, gathering requirements and implementing effective solutions in diverse sectors. Skilled in project management, process improvement and stakeholder engagement with expertise in Agile methodologies, Data analysis and System design. Adept at driving business growth by delivering actionable insights and optimizing operational efficiency.
- Extensive understanding of **SDLC methodologies** including Agile (Scrum) and Waterfall
- Skilled in eliciting and mapping business requirements through techniques like interviews, surveys and workshops. Designed tailored solutions with strong analytical abilities and evaluated business practices.
- Worked on **Scrum activities**- daily scrum, sprint planning, sprint and backlog grooming, retrospective sprint review.
- Adept at **Agile methodology**, developing user stories, defining acceptance criteria, planning sprints and grooming product backlogs.
- Created and documented Business Requirement Document (**BRD**) and translated them into detailed Functional specifications (**FSD**) and Non-functional specifications (**SSD**), contributing to the development of Software Requirements Specifications (**SRS**).
- Proficient in designing and formulating test plans and scripts. Managed project planning, timeline coordination, and progress tracking efficiently.
- Collaborated with subject matter experts to develop advanced design analytics for accurate project status assessment.
- Hands-on experience with prototyping tools such as **Axure** and **Balsamiq**, and proficient with diagramming tools like MS Visio and Draw.io.
- Led the team at Naukri Campus, demonstrating a strong ability to understand customer needs and develop impactful go-to-market strategies that fueled business growth and elevated client satisfaction.
- Proficient in team management, sales forecasting, and incident management, with a strong aptitude for handling **complex negotiations**.
- Managed a diverse portfolio of SME and Enterprise accounts, delivering tailored solutions to meet specific client requirements and enhanced overall satisfaction.
- Skilled in conducting **SWOT analysis, GAP analysis, Impact analysis, Problem analysis, User Acceptance Testing**
- Skilled in leadership, communication, and networking, with a unique combination of volunteering, coordination, and team player attributes. Participated in a prestigious round table conference, representing the organization.

## CORE COMPETENCIES

- Requirement Gathering
- Product Development
- Agile Methodologies
- Documentation
- Test case Development and UAT Support
- System and Software Design
- Software Development Life Cycle
- Data Analysis and Reporting
- Stakeholder Management and communication
- Business Process Modeling (BPMN, UML)

## TECHNICAL SKILLS

- Documentation Tools: MS Suite
- Prototyping and Wire frames Tools: Axure and Balsamiq
- Modeling Tools: MS Visio, Draw.io
- Database: SQL
- Project Management Tool: JIRA
- Reporting and Data Visualization Tools: Power BI and Tableau

## SOFT SKILLS

- Problem Solving
- Critical Thinking
- Leadership
- Time Management
- Collaboration and Team Work
- Strong Communication and Presentation Skills

## EDUCATION

- **MBA (HR and Marketing) | 2020**  
Vignan's Institute of Information And Technology, Visakhapatnam 80%
- **B.Sc. (Maths, Electronics And Computer Science) | 2018**  
GVP College For Degree And PG Courses(A), Visakhapatnam 9.0 GPA
- **Intermediate (MPC) | 2014**

## WORK EXPERIENCE

**Info Edge India Ltd., Hyderabad**

**Mar'23 – Aug '24**

### Responsibilities:

- Performed stakeholder analysis and developed a RACI Matrix Conducted extensive requirements gathering sessions with stakeholders to identify business needs and translate them into functional specifications in collaboration with a senior business analyst.
- Managed a diverse portfolio of SME and Enterprise accounts, delivering tailored solutions.
- Led Enterprise account management, including presentations, proposals, and legal agreements.
- Executed targeted adoption new strategies for SaaS products, collaborating across teams.
- Built strong stakeholder relationships, fostering trust and loyalty for repeat business.
- Implemented a stakeholder relationship management system that resulted in an increase in client retention rates, showcasing a strong focus on enhancing client satisfaction and loyalty.
- Conducted rigorous user acceptance testing (UAT) and expertly coordinated user training sessions and meticulously documented test cases.
- Delivering compelling Product demonstrations to stakeholders and effectively showcasing key features and benefits.
- Engaged in Test Planning, Test Preparation, Test Execution, Issue Resolution, and Report Generation to ensure that every aspect of the Project met the Business Requirement.

Sri Gayatri Junior College,  
Visakhapatnam  
91.02%  
●● SSC | 2012  
Mahathi Public School,  
Visakhapatnam  
9.8 GPA

## PROJECTS UNDERTAKEN

- Online Assessment System- Waterfall Model
- Agile Manifesto for Lead Management System

## CERTIFICATIONS

- Business Analytics | Pursuing  
IIBA Endorsed (COEPD)
- Applied Business Analytics | Nov'23  
Indian School of Business (ISB)-  
Hyderabad
- Fundamentals of Financial Management  
Accounting | Oct'20  
Politecnico di Milano (Coursera)
- Business Statistics | Nov'20  
NPTEL
- Human Resource Development | Nov'20  
NPTEL
- Preparing to manage Human Resources  
Nov'20  
University of Minnesota (Coursera)

## PERSONAL DETAILS

Date of Birth: 30<sup>th</sup> May 1997  
Languages Known: English, Hindi and Telugu  
Address: Visakhapatnam, 531173

## PREVIOUS WORKEXPERIENCE

### Foundit, Hyderabad

Nov'21 – Nov'22

#### Responsibilities:

- Performed SWOT analysis to support strategic decision-making and applied the Kano model to assess client satisfaction levels.
- Employed MOSCOW and FURPS prioritization techniques to effectively categorize and prioritize requirements.
- Developed User Stories with detailed functionalities and acceptance criteria based on input from the Product Owner and incorporated them into the product backlog.
- Prioritized User Stories and added them to the Sprint Backlog based on importance. Worked closely with the Product Owner and Scrum team to evaluate Business Value (BV) and Complexity Points (CP), contributing to the creation of the Definition of Ready (DOR) and Definition of Done (DOD) checklists.
- Delivered tailored recruitment solutions exceeding client needs.
- Conducted product demos and provided training for the end users to ensure successful onboarding and continued usage.
- Interfaced with recruiters, HR managers, procurement managers, and senior management to negotiate and facilitate new business agreements and client contract renewals.
- Managed assigned client portfolio across APAC, UK, US and other regions through account mapping. This involved regular communication, providing ongoing support, and ensuring timely resolutions.
- Utilized tools like Salesforce to manage client portfolios, opportunities, and generate reports for revenue and product analysis.

### EchoBoom, Visakhapatnam

Mar'21 – Oct'21

#### Responsibilities:

- Developed UML diagrams, including use case diagrams and flowcharts, along with prototypes and wireframes. Actively participated in product planning using tools like Draw.io, Balsamiq, and Visio.
- Conducted comprehensive business analysis, identifying and documenting key functional and non-functional requirements for internal and client-facing projects.
- Collaborated with cross-functional teams to define project scope, objectives, and deliverables, ensuring alignment with business goals.
- Developed detailed Use Cases, User Stories, and Test Cases, working closely with the QA team to ensure robust testing and quality assurance.
- Played a key role in data-driven decision-making by creating custom reports and dashboards using Power BI and Excel to visualize business performance.
- Drove process optimization initiatives, resulting in an increase in operational efficiency through detailed process mapping and GAP analysis.
- Supported the development of project plans and timelines, collaborating with project managers and technical teams to ensure successful project delivery.
- Conducted data analysis and provided actionable insights that contributed to informed business decisions and process improvements.
- Assisted with UAT by drafting test scenarios, gathering feedback, and ensuring all defects were addressed prior to release.
- Played a key role in automating reporting processes, reducing manual effort and contributed to reduction in project costs by identifying inefficiencies in workflows and proposing viable solutions.

### IBM, Hyderabad

Aug'20 – Feb'21

#### Responsibilities:

- Utilized IAM tools (e.g., Active Directory) to manage user accounts, permissions, and access controls.
- Provided expert technical support through remote access tools to diagnose and resolve user problems.
- Delivered exceptional technical assistance via voice and non-voice (chat) channels, troubleshooted a wide range of user issues.
- Followed best practices in incident management utilizing tools like ServiceNow to track, prioritize and resolve technical issues effectively.