

Rama Devi Pulakandam,
Business Analyst,
Energy Solutions International – Oil and Gas, Emerson Automation Solutions.

Professional Summary

- Business Analyst (BA) with an extensive enterprise technical background and over 6 years experience. Business Analyst with full lifecycle experience in analyzing business requirements, documenting the business requirements. Commitment to quality standards and good attentions to detail. Multitask and good organizational skill. Communicate clearly and efficiently in writing and orally. Client focus and stake holder management. Having experience in client communication and requirement gathering. Experienced in all implementation aspects of a project such as requirement analysis, design, development / configuration, implementation and deployment of projects.
- Facilitated project status meetings and provided weekly status report to all Stakeholders
- Selected to present to and train multiple group on technical applications
- Designed process documentation on the project consistent with internal audit requirement
- Experience in **Pipeline Scheduling Software** and **Pipeline Optimizations software**. Create models for various **IOCL** and **HPCL** pipelines.
- Created schedules for **most complex pipeline** (operational complexities) SMPL.
- Experienced in configuring **Oracle Service Cloud, CRM on Demand and Salesforce**. Expert in configuring Staff Accounts, Profiles, Navigation Sets, Workspaces, Workflows, Configuring the Mailboxes, Queues, Configuration Settings, guided assistance, agent scripts, Business Rules, Message Templates and Object relations. Also have a good experience in building the reports, Scheduling reports

EDUCATION DETAILS

- B.Tech from CVR College of Engineering, Hyderabad, Telangana.
- Pursuing MBA from OU distance education

Work Experience

Energy Solutions – Oil and Gas, Emerson Automation Solutions (July 2017 - Present), Hyderabad
Business Analyst
NebuLogic IT Solutions (January 2015 – July 2017), Hyderabad
Business Analyst

BUSINESS ANALYST Skill set	
Business Analysis	Details
Documentation	Well versed in preparing <ul style="list-style-type: none"> • Release notes, Functional Design Specifications (FDS) / business Requirement Document (BRD) • UAT documents (Test Plans, Test Cases) • Change request document and issue trackers • Design Document and User Training Document(s) • writing response of RFI & RFPs response and Scope of Work (SOW).
Customer handling	<ul style="list-style-type: none"> • Kick off meeting • Requirements gathering • Conducting SAT and FAT • Project delivery and Software installations
Legacy System Analysis	<ul style="list-style-type: none"> • As Is analysis and To Be design / modeling
Work/Process Flows	<ul style="list-style-type: none"> • Elicitate the requirement • Create the RTM (Requirement tracebiulity document) • Document the development activities • Create internal test plans for QA • Implementation (Visting the customer Site location)
UAT (User Acceptance testing)	<ul style="list-style-type: none"> • Factory Acceptance Testing (FAT) • Site Acceptance Testing (SAT)
Languages	<ul style="list-style-type: none"> • C • HTML • Basics Java
CRM Applications	<ul style="list-style-type: none"> • Oracle Service Cloud (RightNow CX) • CRM On Demand
Oil and Gas Application	<ul style="list-style-type: none"> • Pipeline scheduler • Pipeline Optimizer
Tools/Software	
Microsoft Office	Experience in creating document templates in word and presentation. Data record analysis, pivort table, tables etc in excel.
Microsoft Visio	Experience in create flow diagrams and use case diagrams
Microsoft Project Management	Experienced in using project. Created projet timeline diagrams for RFP response and project documents.

Working Experience at Emerson (ESI)

Pipeline Scheduling refers to the planning of pipeline operations and volume movements needed to accomplish a desired receipt, delivery, and storage of liquid products within the various facilities on the pipeline.

As a Business Analyst and Project implementor the following are my Role and responsibilities:

1. Communicating with the customer, gathering the requirement, understanding the business process
2. Analyzing the requirement from the client and preparing AS is analysis diagram
3. Preparing the Functional design document, user stories and status report documents
4. Preparing ICD (interface control document) and UAT (User Acceptance Testing) documents.
5. Preparing and Keeping the track of all project client and internal MOM's

Project 1: Indian Oil Corporation Limited (IOCL) Crude pipeline scheduler

Following are the pipeline that are part of project

These are the only IOCL crude pipeline that are currently functioning in India and I have worked on all the pipeline projects.

Pipeline Name	Product Duration		Features
	Phase 1: pipeline scheduler	Phase 2: Pipeline Optimizer	
SMPL	OCT 2017 – Jan 2019	OCT 2017 – Jan 2019	IndianOil operates the 2660 km (25MMT) long Salaya-Mathura Pipeline from Salaya (near Vadinar) in Jamnagar district on the coast of Gujarat to bring crude oil to IndianOil's refineries at Koyali (Gujarat), Mathura (Uttar Pradesh) and Panipat (Haryana)
MPPL	Dec 2017 – Nov 2018	Dec 2017 – Nov 2018	The 1447 km (15MMT) long crude oil pipeline from Paradip in Orissa to Barauni in Bihar
PHBPL	Feb 2019 – June 2020	Feb 2019 – June 2020	The 1194 km (8.4MMT) long Mundra Panipat Pipeline was commissioned to transport crude oil from Mundra on the Gujarat coast to IndianOil's refinery at Panipat in Haryana

Project 2: IOCL Product Pipeline scheduler:

These are the only IOCL Product pipeline that I have worked on

Pipeline Name	Product Duration		Features
	Phase 1: pipeline scheduler	Phase 2: Pipeline Optimizer	
SRPL (Southern region pipeline)	April 2019 – Nov 2019	-	Pipeline that are part of the SRPL are CTMPL Chennai Trichy Madurai Pipeline of 683 KM long with 2.30 Capacity. And CBPL Chennai Bangalore Pipeline 290 KM long 2.45 MMTPA capacity.
PRRPL	-	Feb 2020 – Nov 2020	The 1073KM long PRRPL - Paradip Raipur Ranchi Pipeline with 5.00 MMTPA capacity was commissioned to transport Products.
GSPL	-	Feb 2020 – Nov 2020	The 435KM long GSPL - Guwahati Siliguri Pipeline with 1.40 MMTPA capacity was commissioned to transport Products.
WRPL (Western Region Pipeline)	Jan 2020 – Nov 2020	Oct 2020 – March 2021	Pipeline that are part of the WRPL: <ol style="list-style-type: none"> 1. KAPL- Koyali Ahmedabad Pipeline of 79KM long with 1.10 Capacity 2. KSPL - Koyali Sanganer Pipeline of 1300 long with 4.60 MMTPA capacity 3. KDPL - Koyali Dahej Pipeline of 137KM 2.60MMTPA capacity 4. KRPL - Koyali Ratlam Pipeline of 265 KM with 2.0 MMTPA capacity
NRPL (Northeren Region Pipeline)	May 2020 – Dec 2020	Oct 2020 – March 2021	The pipeine that are part of this region are: <ol style="list-style-type: none"> 1. PBPL Panipat Bhatinda Pipeline of 219 KM long with 1.50 MMTPA Capacity 2. PRPL Panipat Rewari Pipeline of 155 KM long with 2.10 MMTPA Capacity 3. PAJPL Panipat Ambala Jalandhar Pipeline 434 long with 3.50 MMTPA capacity 4. PDPL Panipat Delhi Pipeline of 189 KM long 3.00 MMTPA Capacity 5. PBAPL Panipat Bijwasan ATF line 111 KM long 10 MMTPA Capacity 6. MDPL Mathura Delhi Pipeline of 147 KM long 3.70 MMTPA Capacity 7. MTPL Mathura Tundla Pipeline of 56 KM long 1.20 MMTPA Capacity

			8. MBPL Mathura Bharatpur Pipeline 2010KM long 8.0 MMTPA Capacity
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Work Experience at Nebulogic IT Solutions

As a Business Analyst and configurator the following are my Role and responsibilities at NebuLogic IT solutions:

1. Analyzing the requirement from the client and preparing the process flow diagrams
2. Preparation of Business Requirement Document (BRD) and Technical Design Document (TDD). Prepared visio diagram for process flows.
3. Creating Workflows and workspace as per the client requirement.
4. Configured custom objects and worked on relationships.
5. Writing Business rules as per the functionality required
6. Creating Profiles, roles and giving permissions based on the client requirement
7. Analyzing the record types and creating report and Dashboards for all different profiles.
8. Worked on configuration setting, Message templates, message bases, agent scripts and guided assistance

Proposals Team:

As Part of Proposals team member the following are my Role and responsibilities:

- 1) Preparing RFP Response document(s)
- 2) Creating sample screen and report for Client Demo's
- 3) Preparing Power point presentation to various Client Demo's

Support projects handled:

1. KY-HBECC
2. AZ HEA Plus
3. Xerox New Jersey CSE SAMS Application Implementation
4. LA DCFS

Projects Handled:

- 1) HRiA: *Health Resources in Action*

- 2) City of FortWorth - Water Department
- 3) City of Fort Wayne - 311

Project3: **HRiA (Human Resource in Action)** - (From May 2016 –June2017):-

The program is funded by the Massachusetts Department of Public Health (MDPH), Bureau of Substance Abuse Services (BSAS). The current system, configured on Salesforce.com, has been placed in production 4 years ago. There current website needs to be redesigned to make the information more accessible to the visitors. We provided a solution based on Oracle Service Cloud that meet the challenges and also provide intuitive and easy to use user interface that reduced training time for the newly hired HRiA staff.

Project2 : **City of Fort Wayne** - (From Dec 2015 to June 2016):-

Project for automating the 311 non-emergency services for one of the cities in United States of America. The implementation is to replace the existing solution for a more flexible CRM which is easy to maintain and upgrade. We are to implement a new website for the city to improve the ease of citizen interaction with the website.

Project 1: **City of Fort Worth** - (From Sep 2015 to May 2016):-

The City of Fort Worth Water Department seeks to migrate from its current CRM application Oracle PeopleSoft CRM, to Oracle Service Cloud. The City of Fort Worth Water Department aims to provide a robust and easy to use CRM solution to its divisions which enables the highest level of service to citizens of Fort Worth.

POC 1: Designing and Implementing the Proof of Concept for City of Fort Worth (April 2015)

The POC is for modernization of city water department. The City of Fort Worth Water Department seeks to migrate from its current CRM application Oracle PeopleSoft CRM, to Oracle Service Cloud.

POC 2: Designing and Implementing the Proof of Concept for City of Fort Wayne (June2015)

The POC is for modernization of city 311 services. The proposed solution will replace the age old system that is currently in use by the city's administrative departments.

PERSONAL DOSSIER	
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