Anitha Ravanan

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Professional Summary

- Accomplished Business Analyst professional with 8+years of progressive experience and proven record of significant, successful contribution in Quality management, process improvement, Business analysis/evaluation, software development life cycle methodologies, SAFe agile methodologies
- Proficiency in requirements gathering, data mapping, facilitating meetings, process flow diagrams, reviewing design documents.
- Proficiency in conducting the scrum ceremonies.
- Proficiency in Banking debt collections contact management.
- Hands on experience in creating and execute test scenarios.
- Perform impact analysis, defect tracking maintaining traceability.
- Adept in various software development methodologies like Agile, Waterfall across the span of various projects
- Remained integral part in Software Development and Production troubleshooting, support and testing.
- Proficient in generating reports and perform data validation to ensure integrity.
- Proficient in tracing and managing requirements.
- Proficient in reformatting dynamic reports with data validation results thereby creating visually impactful dashboards.
- Experience in review and monitor the backlog Front Door requests.
- Experience in Customer Relationships and Clients interactions.
- Experience in Business acceptance Testing
- Team player, result-oriented, fast learner, excellent communication skills with strong analytics & research capability.
- Skilled at evaluating options and generating solutions and highly motivated, goal-Oriented, well-organized with good time-management skill to complete project on time.

Skills:

- Apttus Contract life cycle management, Salesforce front door, Service Now, Enlighta, VB Macros, Jira, MetricStream, MS Office Suite, Ration team Concert (RTC), MS Visio, iGrafx, Jira, SQL, Selenium3.0 automation testing & Business acceptance testing.

Training & Certifications:

- SAFe agile certified
- Selenium 3.0
- Robot training in ABB Robotics
- Training in computer helpdesk and Advanced troubleshooting for appliances.

<u>Professional Experience</u>:

USAA, San Antonio, TX | Business Analyst | Oct 2019 – Till date

Responsibilities:

- Support business on data validation of System and Datamart data for systems within Third Party Risk Management technology environment.
- Engage in scheduling and facilitating the meetings with business team to clearly define and refine requirements.
- Perform in-depth analysis of business user needs and translate them into business requirements.
- Collaborate with business stakeholders to identify and implement changes to systems and upstream/downstream processes.
- Conduct meticulous gap analysis between legacy and current systems.
- Extract, interpret, aggregate and analyze data from Contract Lifecycle Management system (CLM), MetricStream, Enterprise Contract Management System (ECMS), PeopleSoft (PS) and Enlighta.
- Generate and reformat dynamic reports with data validation results thereby creating visually impactful dashboards using pivot tables and VLOOKUP to ensure usable outcomes.
- Recommend new ideas and efficiency opportunities.
- Sync up and review the production release work items with Business and IT teams.
- Cleanse the transformed data of any inconsistencies and errors in both legacy and current Contract Lifecycle Management (CLM) periodically.
- Extract and filter Salesforce Front Door Requests through logical queries and troubleshoot issues.
- Validate production fixes post release to ensure problem has been adequately resolved and communicate to the end users and update the Front Door Request.
- Create validation test scripts with VB Macros.
- Execute automated test scripts, raise incidents in Service now and coordinate with IT team to ensure the defect is fixed.
- Perform regression test to ensure the existing functionalities are not impacted and log new defects identified.
- Review and monitor the backlog Front Door requests which are in pending or progress status and track it to closure by following up with users.
- Create and Maintain artifacts for knowledge sharing.
- Perform analysis and share finding with project management team.
- Create consolidated reports with data discrepancies and share with business on weekly manner.

Tools and Technology: MS Office suite, Apttus Contract life cycle management, SalesForce front door, Service now, Enlighta, Jira, MetricStream

USAA, San Antonio, TX | DPO & Business Analyst | Feb 2017 - Sep 2019

Responsibilities:

- Coordinate with experience owners, SME's, Technical teams, vendors, Core Business teams identify the requirements.
- Facilitate the daily stand up, story grooming sessions and backlog grooming, Retrospectives (Scrum ceremonies).

- Facilitate Iteration planning and Program increment planning sessions, Prepare the team board for PI planning.
- Define the features, stories and Tasks for upcoming iterations.
- Ensure each story has the correct acceptance criteria.
- Facilitate and document the requirements gathering, mapping, functional & technical design meetings.
- Gather critical information from meetings with various stakeholders and producing useful reports.
- Analyze the requirements and prepare analysis documents.
- Assist with the elaboration of features into user stories that are granular enough to be achieved in a single sprint.
- Ensure the solutions meet business needs and requirements.
- Continuously engage with stakeholders to ensure the team is building the right product.
- Gather, manage, prioritize and sequence the product backlog based on business needs and requirements.
- Facilitating and creating the mapping documents for Dialer system.
- Facilitate and create the end-to-end process flow diagrams for new collection system related to contact management - Auto dialer.
- Create the use case diagrams and flow charts using Visio tool.
- Follow up on action items with task owners.
- Create RTC Dashboard for tracking the progress of work.
- Identify the impacts due to induction of new product into existing collection system to Contact management.
- Generate the query reports from RTC for Monitoring deliverables and ensuring timely completion of projects.
- Ensure a close collaboration with the development team.
- Create detailed reports and giving presentations.
- Facilitate all the Demo sessions.
- Ensure user stories are ready to be worked by the technical team.
- Review and approve functional and technical documents.
- Review the test cases, coordinate with functional testing and business acceptance testing teams during the system tests and regression tests.
- Perform data validation and assisting QA/BAT team to ensure business criteria are tested.
- Prepare test cases for testable features and validate against the test results.
- Track progress towards the release of a product.
- Create automated test scripts using VB Macros.
- Execute automated test scripts and identify defects.
- Execute the Business acceptance testing.
- Log defects in RTC and follow up on the defects to be fixed.
- Perform impact analysis and coordinate with IT to ensure the defect are fixed.
- Track defect and maintain traceability.

Tools and Technology: VB Macros, RTC, MS office suite, SQL, Selenium 3.0, iGrafx, MS Visio, SharePoint, Quality center

Asurion, San Antonio, TX |Customer Service Executive | July 2016 - Nov 2016

Responsibilities:

- Provide effective solutions based on the problems reported by customers under the standards of quality commitment with the customer/client.
- Perform Data entry or file maintenance to accounts, as necessary, to resolve customer contact issues/calls.
- Perform troubleshooting for computer, laptops, Tablets and home appliances for customers on call resolve problems or set up for service.
- Ensure quality of service meets the standards in line of knowledge and communications with the aim of reducing the flow of calls from customers to other areas within the Service Lines of Business.
- Participate in training and feedback sessions. Update and strengthen the knowledge related to the operation of the service.
- Actively involved in the communication to management on trend results of any service impact.
- Handle incoming telephone calls from customers / clients or internal employees, process with proper resolution.
- Adhered to work schedules, telephone procedures and payroll time procedures.

Tools and Technology: MS Office suites, ADP, Time management software.

Vel Tech Dr.RR & Dr.SR Technical University, India| Assistant Professor | Sep 2010 - Apr 2013

Responsibilities:

- Worked in Aeronautical department as Assistant professor, Handled Design subjects and labs for various semesters.
- Handled Subjects machine design, strength of materials, Vibrations, Engineering graphics, CAD/CAM lab, Strength of materials lab, Computer Aided analysis Lab.
- Apart from teaching was class staff in-charge, Department ISO files coordinator, Time-table coordinator, Exam cell coordinator, Progress card section coordinator, department library in charge.
- In charge for all department lab setting up getting quote from companies and getting approval from management Department monthly expenses tracking and reporting to HOD.
- Mentor for batch of students monitoring their progress in academics and other extracurricular activities Guided students in mini projects and Thesis in designing and analysis.
- ISO coordinator to make sure all the documents are as per the ISO regulation.
- Students report card in charge.

Tools and Technology used: MS-Office suite, Pro - E 4.0, ANSYS 12, AUTOCAD 2016, Solidworks2010

Primo Automation system (P) Ltd, India| Design Engineer | Jan 2009 - June 2010

Responsibilities:

- Perform requirements gathering about the end product and draft the design.
- Scheduling and coordinating meeting with business and production team
- Perform brainstorming with team and identify the mechanisms to be involved.
- Experience as expense analyst, Includes Experience in financial status by analyzing results, monitoring variances, identifying trends, recommending actions to management Identify manufacturing expense status by comparing and analyzing actual results with plans and forecasts.
- Investigate usage of alternative materials, new machinery, advanced equipment and engineering tools.
- Cost and time estimation in designing and manufacturing.
- Calculate required materials and costs for product development.
- Analyze and provide optimum 3D design and appropriate material selection, ordering parts and materials needed for production with purchase department.
- Conceptual designing of any automated welding machine, turning tables and fixtures.
- Detailed studying of strength of material of parts Selecting appropriate material of each part involved, selection of bearing, manufacturing methods involved.
- 3D modeling of machines and individual parts and creating mechanism automation prototyping using Solid work.
- Using Solid works/AutoCAD making 2D Manufacturing drawing of the machines as per drawing standards with appropriate limits, fits and tolerances.
- Converting 2D manufacturing Drawing to working machinery.
- Communicating with production department and solving production difficulties and implementing in the drawings and redesigning.
- Checked drawings for dimension and spelling correctness Recommended modifications to ensure cost-effectiveness and manufacturability.
- Analysis of strength of material of machine parts using Ansys.

Tools and Technology: MS-Office Suite, Pro - E 4.0, ANSYS 12, AUTOCAD 2016, Solidworks2010