# DURGA KRISHNAMOORTHY

**BUSINESS ANALYST – DIGITAL BANKING (TECHNO-FUNCTIONAL)**

## CONTACT INFO

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## IT SKILLS

- PROJECT MANAGEMENT
- PRODUCT PRIORITIZATION
- JIRA, SERVICENOW, SQL
- RELEASE/CHANGE MANAGEMENT
- CONFLUENCE, UML, VISIO
- JAVASCRIPT, HTML, JSON, XML
- SPLUNK, JENKINS, SOAP UI
- POWER BI, TABLEAU
- BUSINESS ANALYSIS, SCRUM

## CERTIFICATIONS

- PRODUCT MANAGEMENT (2020)
- SAFE® 4 PRACTITIONER (2019)
- PYTHON CHALLENGE (2018)
- ITIL V3 CERTIFIED (2015)

## EDUCATION

**MBA – Technology management**
2014-2016

**B-TECH – Chemical Engineering**
2008-2012

## PROFILE

B. Tech, MBA with 8 years' experience into **Business and Systems Analysis**, **Project, Product** and **Release management** best practices**, Waterfall, Scrum, Kanban, Agile** methodologies, Business Intelligence reporting, Business process management, software development lifecycle (**SDLC**), **ITIL** processes for Incident, Change and Problem management in **Fortune 500 firms** under **Retail E-commerce, Healthcare, Banking** and **Financial** services.

## CAREER HIGHLIGHTS

### Lead Business Analyst @ FIS

2019 – Till date

- **Converted successfully 200+ banks requirements** into use cases as part of $6M initiative to modernize the legacy banking front-end channels.
- Overhauled in **identifying ID validation bottleneck generating 20% loss of revenue** through defect trend and customer analysis**.**
- Synthetized current business intelligence data to produce reports and polished presentations, highlighting findings and recommending changes.
- **Orchestrated platform-integrations** that increased digitalisation by 50%.

### Release Train Engineer @ FIS

2017 - 2019

- Honoured as **Make a Difference Employee -** for delivering high-risk high-quality product value for $2m in 15 months duration.
- Spearheaded team of 10+ members overseeing all aspects of **project ART Events** increasing timely delivery by 150% in **complex matrix structures.**
- Accelerated **5+ DevOps implementation**, **Legacy modernisation** for **Datacentre consolidations,** Disaster recovery drills, **Akamai integrations**.

### Technical Lead @ Cognizant

2016 – 2017

- Rewarded as **Customer Champion** for **SIEM IP intrusion detection**/deactivation in 2 minutes on 800+ intruded accounts.
- **Improved deployments by 30%** in 9 months through re-engineering processes.

### Site Reliability Engineer @ Cognizant

2012 - 2015

- **Saved 20% Walgreens.com Halloween revenue** resolving 1700+ stuck orders passing to fulfilment using Grafana and SQL order management.
- Rectified **site impairment issues** by throttling, displaying site maintenance gracefully using Akamai.

## SOFT SKILLS

- BUSINESS COMMUNICATION
- ORAL/PRESENTATION SKILLS
- EFFECTIVE BUSINESS WRITING
- PERSUADED, TEAM BUILDING
- PAR NEGOTIATION
- CONFLICT MANAGEMENT
- PERSEVERANCE
- CREATIVE AND ARTSY

## LANGUAGES

- ENGLISH (FLUENT)
- TAMIL (NATIVE)
- TELUGU (FLUENT)
- HINDI (PROFICIENT)
- FRENCH/GERMAN (NOVICE)

## OTHER TRAITS

- NEWSLETTER - EDITOR (CTS)
- OFFICE EVENT PLANNER (FIS)
- MERIT-INTERN DEFENCE LABORATORY (DRDO), (2011).
- TYPEWRITING LOWER – FIRST
- CLASSICAL DANCER

# WORK EXPERIENCE – DETAILED ROLES

## Business Analyst (Techno-functional)

- ✓ Function as the **right hand to the Product Owner** and liaison with technical teams on **product requirements, user stories** and **use cases, defects.**
- ✓ Driving offshore Business unit wearing multiple hats as project manager, scrum master to remove the impediments, client escalation point-of-contact.
- ✓ Architect BRD, Requirements traceability matrix **(RTM), system Design specification** (**SDS**), Unified modelling **(UML)** by **Gliffy, Visio**.
- ✓ Ensure Scrum meetings are engaging for product development and conduct **triage** on defects for root cause with **OpenShift,** Cucumber, Artifactory.
- ✓ Act as solutions architect establishing **user acceptance criteria** for test cases and **security Pentest; PO** activities; improving Business processes.
- ✓ Formulate User stories based on ad-hoc defect testing using Joint Application Development **(JAD)** sessions**, fit-gap** analysis.
- ✓ Analysed the AS-IS system state to the TO-BE; maintain metrics.
- ✓ Documented **API, XML** and BATCH file transfer process requirements.
- ✓ Instil and automate Dashboards/ Wiki/Report product features
- ✓ Diverse experience in retail banking (customer and business), cards and payment processing, core banking operations, risk and compliance segments.

## Release Management/Agile Release Train Engineer

- ✓ Performed **Scrum of Scrums**, to effectively revamp the feature through **sprint backlog nominations** completing the "**Definition of Done**".
- ✓ Formulated Technical Specification and System Design documents using the Business scope and requirements leading workshops and **JAD discussions**.
- ✓ Architected Release approach, Acceptance criteria, **calendar, reviews (Milestone, Code, Go/No-Go)**.
- ✓ Facilitation of Sprint **Backlog refinements,** Demos, **retrospectives**; User story mapping and **point sizing**; removing any impediments.
- ✓ Persuaded and motivated team in identify risks prior to release and interlock, re-align schedules using **Jenkins, Ansible, Git-Bitbucket**.
- ✓ Successfully implemented patches, **Apache Tomcat, WebSphere** hardware upgrades, Certificate renewals, Networking setups (firewall, proxy, LB, SSL).

## Cognizant Technology Solutions, Walgreens Client

- ✓ Keeping the ship sailing! Maintained IT infrastructure for optimal site reliability.
- ✓ **Release and Deployments:** Deploy live configurations, DB scripts using CI/CD Jenkins, SQL; Endeca baseline, Tax-ware updates using BMC, ServiceNow.
- ✓ **Maintenance activities:** JIRA/WIKI; Splunk installations; cloud operations (AWS), Linux/Unix command-line, Shell/Perl, Python, SQL.
- ✓ **Problem Determination/Resolution:** Skilled at Thread dump/Heap dump, Hotspot analysis; batch failures with Autosys scheduler.
- ✓ **Reliability monitoring:** Graphite, Nagios, Kibana, Tivoli, Dynatrace, Akamai.
- ✓ **Customer predictive analytics**: Data collection using Site catalyst, Adobe Omniture, cache publishing, Apigee.