**Bhavani Gudey**

**Mobile:** +919885881976 **E-Mail:** bhavanigudey@gmail.com

**Business Analyst**

*IT Professional with 3+*  ***years*** *of experience as Business Analyst and Quality Control Engineer.*

**Career Objective**

Seeking a challenging and responsible position in a reputed organization where my functional skills & competencies can be effectively used for contributing to the success of the organization and can be further enhanced

**→** 1+ Years of Customer Facing experience in Budapest ,Hungary.

**→** Business Analyst Professional with **demonstrated success** and good understanding of business dynamics

**→** Proficient in all phases of Requirement Management, including gathering, analyzing, detailing and tracking requirements

**→** Experienced in documenting requirements and “BRD” through Use Case and Activity Diagrams

**→** Skilled at reviewing test cases making sure they are in accordance with requirements, and assist the overall testing process by activities such as Change and Defect Management and conducting User Acceptance Testing.

**→** Strong understanding of various SDLC methodologies such as Waterfall and Agile with hands on experience in all of them

**→** Adapt to conduct analysis across multiple data sources to identify trends, opportunities & solutions

**→** Excellent communication skills and adept at facilitating walkthroughs and training sessions

**→** Expertise in testing competencies like Test Design, Test Execution, Defect Management

**→** Proficient in handling end-to-end process operations within TATs

**Education**: Bachelor of Technology from Maharaj Vijayaram Gajapathi Raj College of Engineering, Vizianagaram, India, 2013

 **Professional Synopsis / Skill Set**

**▪Core Competency Matrix▪**

**→** Requirement Analysis

**→** Client Engagement Business Workshops

**→** Change Management handling

**→** Quality Control

**→** Customer Relations

→ Telco Domain Expertise

→ Information & Knowledge profiling

→ Interpersonal Skills

**Jdjedne**

**Career Summary**

**Evlos & Partners**, Budapest, Hungary– Business Analyst Jan’18 – Mar’19

**Client –** Virtusa -> Vodafone HUN

Description:

Project Vodafone Red-Sky is an Omni-Channel Transformation project at Vodafone Hungary which will deliver seamless and consistent customer experience across the buyer journeys. It enables enhanced customer experience with a single e- commerce engine across online, mobile, shop, affiliate and contract center channels

***Key Responsibilities***

* Business workshops with Vodafone to gather requirements.
* Preparing business requirement documents using Confluence and Jira tools.
* Conducting requirement clarification sessions
* Walkthroughs to Development and Testing teams.
* Test cases and HLD Reviews
* Business Validation Demo’s with Development Team.
* Manage BRDs through the review and sign off process and ensure they are complete and accurate
* Facilitated System integration and User Acceptance testing

**Diebold Systems Pvt Ltd**, Hyderabad – Business Analyst + Test Engineer Sep’15 – Mar’16

Description:

Diebold Ticketing Capability Application, provides the customers the facility to report any kind of usability errors during ATM transactions in the form of trouble tickets. These tickets will be picked up by the agents based on the severity and process them for resolutions.

The application consists of two views:

* Customer view – Customer flow to register the trouble tickets
* Agent view – Company agents to process the trouble tickets

***Key Responsibilities***

* Supporting Business Requirements Documentation (“BRD”) gathering for ticketing capability module (Assurance) and partnering with Technology to draft the Functional Requirements Documentation (“FRD”)
* Performed requirement walkthroughs with the Dev. and QA teams with the aim to develop testing strategies and test plans such that test cases reflect user needs.
* Collaborated with the QA team in reviewing and validating test plans and test cases, ensuring that the final application catered to the user requirements
* Creating and Managing CRs through Change management flow

**Google** Maps, Hyderabad - Analyst June 14 – Aug’15 `

Description:

Google Maps beta version, enables users to locate exact path points, address, buildings, restaurants, cafes and all Point of interests. It also provides the edit mode capability for internal admin users to edit or plot marking on the maps

This application is mainly data driven focused around the user inputs and search trends coming in from the live environment.

***Key Responsibilities***

* Incorporating the change requests in the maps domain based on the process policies
* Understanding user pain points through trend analysis to come up with improvements.
* Create test scenarios, test cases and test conditions.
* Executing the test cases in multiple browsers and reporting the bugs
* Hands on Experience in Smoke, Functional, Regression, Retesting, Multi browser and multi device testing
* Identifying and tracking the bugs.
* Discretionary permissions on the application to serve the user best.
* Obtaining appropriate approvals on the incorporated changes with minimal errors

 **Educational Qualifications:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Qualification**  | **Course** | **Institute Details**  | **Pass out Year** | **%**  |
| M. Tech | Computer Science and Engineering | University: *Jawaharlal Nehru Technological University, Hyderabad, Telangana* | 2017 | ~ 73% |
| B. Tech  | Computer Science and Engineering | *University: Jawaharlal Nehru Technological University, Kakinada, AP*  | 2013  | 64% |
| Intermediate  | Math’s, Physics and Chemistry | *Board: Board of Intermediate, AP*  | 2009  | 89.7% |
| X – Standard  |  | *Board: State Secondary Certificate, AP* | 2007  | 88.6% |

**Personal Dossier**

Date of Birth : 11July, 1992 Languages Known : English, Hindi, and Telugu

Nationality : Indian

Marital Status : married

Hobbies : Sports, listening to music, playing Shuttle, cooking, Sudoku& Puzzle solving,

Strengths : Creative thinking, Ability to adapt new environments

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