

NithyaKalyan Chowdary Boyapati

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MBA Graduate from Monash Business School seeking a Senior Business Analyst role/Product Owner role. Expert in working as liaison between Business and IT teams with strong investigation, analytical and problem-solving skills. Experience in maintaining product backlog, defining priority, monitoring product progress at all the stages of SDLC and releasing to production by coordinating with release management team.

Core Competencies

Business Analysis | Requirements Management | Stake holder Management | Business Recommendations | Process Improvement | Project Management | User Engagement | Root Cause Analysis | Problem Resolution | Relationship Management | Use Cases | Agile-Scrum | BPMN | Fit-Gap Analysis | Testing | SDLC

Tools & Technologies

JIRA | TDP | Rally | Microsoft SQL Server Management Studio | MS-Visio | HP-ALM | HP-QC | REST API | SOAP API | JSON | Microsoft Excel | Snagit

Work Experience

Accenture Services India Pvt Ltd, Bengaluru, INDIA

Project: CRM for EMC Corporation

Business Analyst

October 2013 – November 2015

Key roles and Responsibilities:

- **Oracle Product Configurator**, a CRM-Sales application, is useful for configuring the EMC products and creation of quote for customers via EMC sales representatives/third-party agents. The role includes creating Requirements Document for new product integration and enhancements/changes to existing products.
- **SWUID (Software UID) /ELMS (Electronic License Management System)** was introduced to track software and licenses sold by EMC to customers. There was no system to track duplicate software. The role includes gathering of business requirements, designing functional requirements and coordinate in developing and testing the designed systems.
- **System Reporting/Connectivity Lifecycle Management** is a CRM-Remote services web-based application which reports all the devices sold to customers including geographical location, Serial Number, Service Requests raised against the device etc. This is used by Customer Support Engineers of EMC to maintain and provide support to customers. The role includes documenting functional design for New product integration, Enhancement/change to existing products and resolve any issues unsolvable by customer Support Engineers.

Key engagements:

- Acted as Liaison between the business team in USA and the technical teams in India to gather, analyze and define requirements for developing a CRM software
- Offshore BA Lead for a team of 5 BAs and responsible for managing Configurator deliverables quality, on time delivery and collaboration between BA/DEV and TCOE, providing technical support and assigning deliverables
- Helped client in implementation of more than 10 new products targeted for different size enterprise business (Small to Medium sized enterprise businesses, (SMBs) and MHBs and targeted for different end users like US Navy, Department of Defense and Lenovo etc.
- Conducted Requirements Workshop with the stakeholders and gather detailed information about the required implementation
- Forecasted, estimated and monitored BA analysis work and efforts as part of IT as a service initiative
- Assisted with the creation, review, and management of change requests (CR) and unified work requests (UWR)
- Conducted Structured walkthrough to the relevant stakeholders and obtained sign-off
- Reviewed and approved the system/functional test design documents for various implementations/releases

- Facilitated the testing team with required test data by coordinating with Engineering team.
- Supported and coordinated User Acceptance Testing (UAT) across multiple releases
- Developed User training materials and User guides as part of post implementation support
- Supported the end-users to address queries related to product functionality and critical issues
- Created workplan/ work estimates for BA deliverables
- Coordinated with project manager for benchmarking of defects raised per release

Key achievements:

- Received the highest individual rating for the financial years 2014 and 2015
- Awarded with 'Star of the month' for 3 months straight.

Accenture Services India Pvt Ltd, Bengaluru, INDIA

Project: Telecom – (AT&T) Aristos - Front end (UI/UX Design)

Senior Business Analyst

December 2015 – September 2017

IBM India Pvt Ltd, Bengaluru, INDIA

Project: Telecom – (AT&T) Aristos - Back end (JSON, SOAP, REST API, Microservices)

Senior Business Analyst

October 2017 – March 2018

Key roles and Responsibilities:

- Gathered and documented business requirements for existing and future business systems
- Documented the functional requirements for UI (Web interface) of the application, along with prototyping
- Acted as a consultant to the teams like AT&T Management, IBM Senior management, and IBM Delivery, Testing & Quality teams
- Sole point of contact for few of the products on the AT&T application
- Conducted requirement gathering workshops like JAD & JAR's
- Gained knowledge and good understanding of technologies employed in BSS/OSS systems
- Analyzed the changes from business requirements and create Epics and User Stories in JIRA
- Conducted User Story walkthrough sessions to help team in understanding the changes
- Performed "Fit-Gap" analysis to check the compatibility of the existing system with the new business requirements
- Co-ordinated between development team and testing team on regular basis, to identify test scenarios, to conduct test script reviews, triaging defects and helping when necessary for the testing team.
- Deep understanding of API message format, e.g. JSON, XML
- Evaluating web services impacted thorough API mapping to understand upstream and downstream impacts
- Worked with SQL queries for data manipulations
- Worked as SME (Subject Matter Expert) for SSDF application.
- I was the owner for few Application interface documents for the application
- Worked in an Agile Environment
- Coordinated daily scrum meetings and carried out sprint planning
- Performed root cause analysis, outline corrective action and identified mitigation strategies for production issues

Testing Experience

- Involved in preparation of Regression Scripts and execution after a quarterly release
- Involved in Functional script preparation and execution after a release
- Writing bug reports, Root Cause Analysis (RCA)
- Reviewing documentation
- Testing in HP ALM
- Defect/requirement traceability in HP QC
- Defect tracking in JIRA
- Testing on QA and UAT environment

Consulting Experience

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Project: Peddle Thorp

Strategy Consultant

April 2018 – June 2018

An Architecture firm having director conflicts

- Analyzed the organizational structure using director skill matrix to identify the problem
- Created and recommended a new organizational structure introducing operations executive role

Monash MBA Live Project

Project: LifeReady

Strategy Consultant

August 2018 – November 2018

Melbourne based IT Company

- Recommended to use Agile stage gate model to develop the application
- Streamlined the commercialization process its cloud-based life management software application

Monash MBA Live Project

Project: Stelect

Strategy Consultant

April 2019 – June 2019

Australian med-tech start up.

- Identified a potential market opportunity for its technology in the US using start-up readiness model
- Devised a go-to-market strategy for its novel image-sensor technology

Monash MBA Live Project

Project: ANC Enterprises

Strategy Consultant

August 2019 – November 2019

Australian contract manufacturing company that manufactures cosmetic products

- Analyzed the emerging trends of the Chinese cosmetic market which resulted in a unique value proposition that would increase profit margin by 14%
- Created a market entry plan for the proposed niche market that would increase customer awareness by 50% respectively

Entrepreneurial Experience

Araku Foods and Beverages LLP(Under Incorporation)

Project: Café Araku

Co-Founder and Director

March 2020 – Present

Café Araku is a beverage brand that offers various blends of Organic Coffee. Bean to cup is the core activity of the company.

Café Araku aim is to set up a chain of outlets initially in major cities of Andhra Pradesh and progressively expanding the brand to national level.

Certifications

- British Computer Society (BCS ISEB) Certified Business Analyst.
- Excel for Business from Macquarie University

Education

Monash Business School – Melbourne, Australia, GPA: 3.25/4.0

February 2018 – November 2019

Masters of Business Administration (MBA)

Distinction

Anna University, Tamil Nadu, India, GPA: 3.7/4.0

September 2009 – April 2013

Bachelor of Engineering, Electronics and Communication Engineering

Distinction

Additional

- Organized and managed Toastmasters, Brown Bag Sessions, cultural and CSR (Cultural Social Responsibility) events at Accenture.
- Presented several brown bag sessions and conducted 'All Hands Meeting' presentation for senior management.
- Participated in 3 days Entrepreneurship awareness camp conducted by IEDC.
- Participated and won 2nd position in a national level robotics championship held at Rajalakshmi engineering college in association with IIT-Delhi.
- Languages: English, Telugu, Hindi, Tamil and Kannada.