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📍 Hyderabad, Telangana

Core competences:

- Business Analysis Planning and Monitoring.
- Elicitation and Collaboration.
- Requirement Life cycle Management.
- Requirement Analysis and Design Definition.
- Strategy Analysis
- Solution Evaluation
- Stakeholder management
- Project management

Technical Skills

- Documentation Tools: MS Suite
- Prototyping and Wireframe Tools: Axure and Balsamiq
- Modeling Tools: MS Visio, Draw.io
- Database: SQL
- Project Management Tool: JIRA
- Reporting Tools: Power BI and Tableau

Education

August 2024

MBA: Computer and Information Systems

Samskruti Institute of Business Management, Hyderabad

Certifications

- Certified IT – Business Analyst IIBA [EEP]

KRANTHI KUMAR PEDURU

Senior Specialist

Career objective

Highly motivated Senior Specialist with 7+ years of experience providing support to customers, users, and employees, including 3.5 years as a Business Analyst in waterfall and agile projects. Proficient in managing calendars, organizing meetings, and handling confidential documents. Skilled in stakeholder communication and coordination with internal and external teams. Exceptional interpersonal abilities with a proven track record of working both independently and collaboratively.

Profile summary

- In-depth knowledge of SDLC in various phases (i.e waterfall & agile)
- Proficient in **Waterfall Model**: Gathered requirements using **Elicitation Techniques** and prepared **BRD, FRD, SRS** prepared **RACI Matrix**, BCD, created **UML Diagrams** and **Prototypes** and requirements tracking through RTMwell versed with UAT handling Change Request.
- Expert in **Agile Scrum**: Creation of **user stories** and Added **Acceptance Criteria, BV & CP, Sprint & Product Backlogs** conducted various **Sprint Meetings; Sprint& Product Burndown charts** ensured **DOR** and **DOD** checklist.
- With diverse experience as a Subject Matter Expert, Quality Analyst, and Service Desk Analyst, I excel in customer handling, issue resolution, and process optimization. Skilled in people management, I have successfully mentored teams, improved workflows, and ensured high-quality service delivery while maintaining exceptional customer satisfaction and operational efficiency.

Work Experience

HCL Work Experience

Mar 2023-Current

Senior Specialist

Project Name: Microsoft Cloud PC Virtual Desktop Infrastructure Project (Agile)

Project Description: The project involved the implementation of Microsoft Cloud PC and Virtual Desktop Infrastructure (VDI) solutions to enhance remote work capabilities for the organization. Using the Agile methodology, the project focused on providing secure, scalable, and user-friendly virtual desktops that enable seamless access to corporate resources.

Role: Business Analyst

Responsibilities:

- Interacted with the stakeholders and gathered requirements by using various elicitation techniques.
- Created user stories with appropriate acceptance criteria with the assistance of the Product Owner. Added **user stories** into **product backlog** using the JIRA tool.

Awards and Achievements:

- Exceptional work management & extra efforts award at HCL Technologies.
- Covid warrior award at Tech Mahindra.
- Proctor of the month awards at Examity

Languages

Telugu : Native and bilingual proficiency

English: Full professional proficiency

Hindi: Full professional proficiency

- Prioritized and validated the requirements using **Moscow** and **FURPS technique**, added **user stories** to **sprint backlog** based on prioritization order.
- Collaborated with Product Owner and Scrum Master for **BV** and **CP**. and assisted the Product Owner for the creation of **DOR** and **DOD** checklist.
- Participated in **sprint ceremonies** to remove **roadblocks** in the project.
- Generated **Sprint, Product Burn down/Burn up charts** to track the project progress.
- Participated in product planning and **UAT** to successfully deliver **each sprint component**.
- Experienced in interacting with users virtually and directly, providing education on Cloud PC user interfaces, features, and support functions.

Euclid Innovations

Feb 2022-Mar 2023

Senior Service Desk Analyst

Project Name: Workspace Anywhere Virtual Environment (VMware Horizon Client) Virtual Desktop Infrastructure Project (Agile)

Project Description: This project aims to improve the Workspace Anywhere Virtual Desktop Infrastructure (VDI) powered by VMware Horizon Client. The initiative is focused on delivering a high-performance, secure, and flexible virtual desktop environment to enhance remote work capabilities and productivity for end-users. Through iterative Agile development, we will refine features, optimize performance, and ensure seamless integration with existing enterprise systems.

Role: Business Analyst

Responsibilities:

- Interacted with the **stakeholders** and **gathered requirements** by using various elicitation techniques.
- Created **user stories** with appropriate **acceptance criteria** with the assistance of the **Product Owner**. Added **user stories** into **product backlog** using the **JIRA** tool.
- Prioritized and validated the requirements using **Moscow** and **FURPS** technique, added user stories to sprint backlog based on **prioritization order**.
- Collaborated with Product Owner and **Scrum Master** for BV and CP. and assisted the Product Owner for the creation of **DOR** and **DOD** checklist.
- Participated in **sprint ceremonies** to remove roadblocks in the project.
- Generated **Sprint, Product Burn down/Burn up charts** to track the project progress.
- Participated in product planning and **UAT** to successfully deliver each sprint component.
- Interacted with users across various communication channels and trained them on migrating from Citrix Live Client Virtual Desktop Infrastructure to VMware Horizon Client VDI.

Tech Mahindra

Dec 2018 -Feb 2022

Senior Technical Support Associate

Project Name: My Telstra App (Waterfall Project)

Project Description: This project focuses on enhancing the My Telstra app by implementing new features, improving user experience, and ensuring a robust and scalable architecture. The initiative aims to increase customer satisfaction, improve app performance, and align with Telstra's digital transformation objectives.

Role: Business Analyst

Responsibilities:

- Conducted **Enterprise Analysis** and under the assistance of a senior BA in creating a Business Case Document, conducted **Stakeholder Analysis**, and prepared **RACI Matrix**.
- Gathered requirements from business heads using **Elicitation Techniques** and created a **Business Requirements Document (BRD)**.
- Translated **BRD** into **Functional Requirements Document (FRD)**, Collaborated with the technical team, and prepared **SRS Document**.
- Created **UML diagrams** and **wireframes** to visually represent requirements using **MS Visio, Balsamiq, and Axure**.
- Created and maintained **RTM** throughout the project.
- Assisted in Testing Team by preparing **Test Case Scenarios** and ensured the **UAT** was successful.
- Highly skilled in user interaction through calls and chats, with prior experience as a Subject Matter Expert and Quality Analyst before transitioning to the My Telstra App waterfall project.

Strateology (Examity)

Apr 2016-Feb 2018

Customer Service Executive

Proctoring involving semi-voice process using zoom, Webex, go-to meeting, team viewer applications