

Kishan Reddy Kukkala

Business Analyst

Highly motivated and passionate Doctoral student adapted at analyzing complex problems, designing user-centric solutions, and driving innovation through data-driven strategies. proficient in fostering collaboration and aligning project goals with organizational objectives.

✉ krbusinessanalyst@gmail.com

☎ +91-7989581582

📍 Nellore, India

🌐 [linkedin.com/in/kishan-kukkala-214b64173](https://www.linkedin.com/in/kishan-kukkala-214b64173)

PROFILE SUMMARY

- Collaborated with stakeholders to elicit, document, prioritize business and user requirements.
- Created detailed business requirements documents (BRD) and functional requirements specification (FRS).
- Act as a liaison between stakeholders, developers and designers.
- Analyze data trends, develop reports and dashboards to support decision making.
- Facilitate testing, Including UAT, to ensure requirements are met to the clients.
- Identify and resolve conflicts or issues within project requirements and processes.
- Conducted usability testing to understand user behavior and needs.
- Easy navigation was achieved in application by logically organizing the content of the structure.
- Design wireframes, prototypes using tools like Figma and Adobe XD.
- Identified issues with Typography, Iconography to enhance usability and appeal.
- Tested and iterated designs, prototypes to improve user satisfaction.
- Verified designs are enhanced accurately by collaborating with developers.
- Ensured designs meet accessibility standards (WCAG).

TECHNICAL SKILLS

Business Analysis	Pre-planning, Assessment and Estimation, Requirements gathering, Requirements analysis, Design, Development, Testing, Deployment
Product Owner	Product Development Architecture, Scrum and agile development methodologies, Product Backlog development
UI/UX Design	User personas, User Journey maps, Flow chart, Figma, Usability Study.
Organizational Leadership and Development	Create and communicating vision, setting goals and evidence, Assessing Drivers of motivation & Teams, Backward mapping values and needs from behavior,
Research methodologies	Quantitative and Qualitative Methods
Data Analytics	Microsoft Excel, MY SQL, Tableau, R.
Business Development and Strategies	Quick Strategy, Competence Analysis, Marketing strategy etc.,

WORK EXPERIENCE

Associate Business Analyst

NCR Corporation

01/2023 - Present

Bangalore, India

NCR is also called as National Cash Register an American software, consulting and technology company providing several professional services.

Achievements/Tasks

- Performed Enterprise Analysis and business case documents during the pre-planning phase, identifying key project objectives and current challenges, which guided project direction and stakeholder alignment.
- Conducted Stakeholder analysis to identify the important stakeholders who have decision-making and influence, and the BA approach strategy was documented to define which documents to write and elicitation techniques to apply.
- Produced and maintained detailed BRD, FRD, and SRS documents, ensuring alignment with business goals and reducing requirement changes by 80% during development.
- Implemented a 100\$ prioritization framework to rank requirements, utilizing the FURPS model to ensure all aspects of software quality were addressed effectively.
- Initiated UML diagrams to visually represent the system and interactions using the lucid chart tool. produced a use case specification document that gives a thorough explanation of the use case.
- Designed wireframes and prototypes as part of the applications design solution using the FIGMA tool.
- Led meetings with business stakeholders to update the project status using the RTM document and conducted meetings with the development team to address any questions regarding designs.
- Collaborated with the test manager to develop comprehensive test cases based on detailed use cases, Facilitated the collection of test data from clients, ensuring comprehensive coverage of high-level testing, which improved defect identification by 20%.
- Sent the RTM and project closure document to the client and project manager and communicated with the deployment team to deploy the application in the UAT and Live environments.

Junior Business Analyst

NCR Corporation

01/2022 - 01/2023

Bangalore, India

NCR manufactured self-service kiosks, point of sale terminals, automated teller machines, check processing systems and barcode scanners.

Achievements/Tasks

- Analyzed the project's AS-IS and TO-BE states, conducting a comprehensive feasibility study that identified critical project gaps, leading to improved project outcomes.
- Recommended an agile methodology tailored for client needs, facilitating multiple elicitation techniques and cross- functional workshops to gather requirements and enhance stakeholder engagement.
- Utilized MS Visio to create detailed use case and activity diagrams, transforming complex processes into clear use case specification documents that improved team understanding.
- Collaborated with designers to refine application designs, effectively communicating modifications to stakeholders and securing approval for the design system, resulting in 70% faster design iterations.
- As a product owner, the product vision targets tech-savvy and first-time digital customers, which increased user engagement by 90% post-launch.
- Led product backlog meetings, prioritizing items based on business value and developer input, which streamlined the development process and reduced delivery time by 25%.
- Assisted the scrum master in sprint planning, advising on user story prioritization based on business value and team capacity.
- Monitored scrum meetings alongside the scrum master, providing clients with timely updates on team progress and addressing any concerns.

UI/UX Designer

NCR Corporation

02/2018 - 02/2022

Bangalore, India.

NCR sets the standard for customer experience through innovative software, service and hardware that run banks, credit unions, stores and restaurants.

Achievements/Tasks

- Communicated with the business analyst and prepared goal statement and problem statement templates to understand project problems and goals to achieve.
- Conducted user research by scheduling meetings to learn about the user's pain points and creating user personas to accomplish the objectives and issues.
- Made user journey maps to outline the tasks and identify the areas for improvement.
- Used a flow chart tool to create flow charts for the tasks that users will complete with in the application. Developed accessible design for everyone, including those with disabilities.
- Generated interactive digital wireframes and prototypes using FIGMA, which enhanced user testing sessions and contributed to an 80% increase in task completion rates.
- Carried out a usability study for the tasks, tracked the users click path and assigned a task completion rating based on observations. delivered the design documents to the clients along with project takeaways and next steps.
- Assisted development team regarding design stickers sheet and artifacts needed for the development.

PROJECTS

Online Agriculture store

- Facilitated an interactive business process model for an online agriculture store, enhancing clarity on inputs and outputs, leading to a 10% increase in operational efficiency.
- Time sheets were prepared using a Gantt chart for the SDLC stages after the waterfall methodology was discussed and finalized.
- Built comprehensive UML diagrams and Use case specifications from gathered requirements, improving stakeholder understanding and communication by 70%.
- Verified the test case scenarios in the test case documents and updated the status in the RTM document.
- Led deployments with the help of the deployment team to deploy the application in the appropriate environments.

Food Delivery Application

- SWOT and Risk analysis were performed to calculate the project's strengths, weakness, opportunities, threats and risks.
- Generated sequence diagrams for the project stakeholders to visually understand after gathering the requirements using the reverse engineering technique.
- Adobe In Design software was utilized to create and test low- fidelity, high fidelity wireframes and prototypes.
- Included JIRA as a project management tool to create the sprints and the user stories that are part of each sprint.
- Change requests were effectively managed by conducting an impact analysis and estimating the effort required.
- Produced sprint burn down and burnup charts to graphically depict the quantity of work completed and outstanding tasks in the sprint.

EDUCATION

Doctor of Business Administration (DBA) Online

Saint Mary's University of Minnesota

08/2020 - Present

Minnesota, U.S.A.

Master's in business administration

Concordia University

Minnesota, U.S.A.

Bachelor of Technology in Computer Science and Engineering

Anna University, S.K.P. Engineering College

Chennai, INDIA

CERTIFICATIONS

- IIBA COEPD - Certified Business Analyst Professional
- Google UX Design
- Google Data Analytics
- University of Michigan - Leading people and Teams Specialization

ACHIVEMENTS & CONFERENCES

IT Techno Fest

Arunai Engineering College, Tiruvannamalai.

- Presented a cloud computing presentation at the tech fest conference.

Green Energy Conference

Gitam College, Visakhapatnam.

- Attending Green energy conference and encouraged to adapt from a source that is harmless to the environment.

Institutional Review Board

IRB, USA.

- Complied with Institutional, federal regulations and received IRB board approval for research.