Kishan Reddy Kukkala

Business Analyst

Associate 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.

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# 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).

#  SKILLS & COMPETENCIES

#### Business Analyst

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

#### Competency

Quick Strategy, Competence Analysis, Marketing strategy etc.,

Teamwork, Conflict resolution, Communication

**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.