CHANDRA SEKHAR VEMULAPADU
BUSINESS ANALYST
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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 & Wire frames Tools: Axure & Balsamiq
- Modeling Tools: MS Visio, Draw.io.
- Database: SQL
- Project Management tool: JIRA
- Reporting Tools: Power BI, & Tableau.

ACADEMIC BACKGROUND:
- MBA in Finance from Osmania University (2019)

CERTIFICATES:
- Certified IT – Business Analyst IIBA [EEP]
- Certified Scrum Master from Scrum Alliance (Sept 2023 to Sept 2025)

LANGUAGE SKILLS:
- English, Hindi & Telugu

AWARDS:
- CEO Appreciation award – 2019
- Best consultant Award in 2013,2014 & 2015

CAREER OBJECTIVES:

Seasoned professional with **17 years** of experience across IT, Immigration, and Banking domains, including **6 years** as a Business Analyst. Proven expertise in requirement gathering, process optimization, and uniting business and technical teams. Dedicated to delivering innovative solutions that drive organizational excellence and sustainable growth.

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 **RTM** well 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 Burn down charts** ensured **DOR** and **DOD** checklist.
- Adept at bridging communication between stakeholders, development teams, and business units to ensure seamless project execution and alignment with organizational goals.
- Highly skilled in solution customization cycles**,** including GAP analysis, change management, implementation planning, and post-implementation support to ensure business objectives are met.
- Strong collaboration skills, working closely with cross-functional teams to translate complex business needs into functional and technical specifications, fostering seamless communication and execution.
- Committed to delivering high-quality solutions that align with organizational objectives, leveraging 17 years of diverse experience across IT, Immigration and Banking domains.
- Flexible and adaptable personality with strong work ethics, logical mind, keen eye for detail, ability of multitasking & maintaining a positive attitude in high-stress situations.
- Excellent leadership and mentoring abilities, guiding teams through complex projects while maintaining a collaborative and results-driven environment.

WORK EXPERIENCE:

COMPANY: Y-AXIS SOLUTIONS PVT LTD   **| From Feb 2011 to Present |**
Designation: Assistant Manager

PROJECT 1: CRM Implementation for Immigration Services | Agile |

Project Description:
> As part of the Salesforce CRM implementation at Y-Axis, the project focused on developing a solution to enhance Salesforce CRM's capabilities. The platform provided a comprehensive system for both employees and applicants to efficiently manage applications, documentation, and status updates, ultimately improving workflow efficiency and user experience.

Role: SME

Responsibilities:

- Provide deep **domain knowledge** and expertise related to the project's subject matter.
- Assist in clarifying **requirements** and ensuring a shared understanding of the domain among team members.
- Collaborate with the **product owner** and business analysts to **analyze** and refine **user stories** or requirements.
- Validate that **user stories** accurately reflect **business needs** and are feasible from a technical and domain perspective.
- Participate in **grooming sessions** to refine **user stories** and **acceptance criteria**.
- Clarify doubts, provide additional context, and assist in breaking down larger stories into smaller, **manageable tasks**.
- Work closely with the product owner and the team to define clear and **testable acceptance criteria** for **user stories.**
- ensure that acceptance criteria align with **business goals** and are achievable.
- Share **domain knowledge** with team members to enhance their understanding of the project's context.
- Work closely with developers to answer questions, resolve issues, and provide guidance during the implementation of **user stories.**
- Assist in the development of **test cases** and **scenarios** based on domain knowledge.
- Collaborate with the testing team to ensure that **test cases** cover all relevant aspects of the system.
- Provide feedback during **sprint reviews** and **retrospectives** to help the team improve its processes.
- Identify potential risks or challenges related to the domain and work with the team to develop **mitigation strategies**.
- Proactively address issues that may arise due to gaps in domain understanding.

PROJECT 2: Application Enhancement – eManager | Agile |

Project Description:
> As part of the Salesforce eManager tab enhancement project, we developed a solution to enhance the platform's capabilities. The enhanced system provides managers with a comprehensive tool to monitor employees' day-to-day performance effectively.

Role: Business Analyst

Responsibilities:
- Conducted **requirement-gathering sessions** with stakeholders, utilizing techniques such as **interviews, workshops**, **and surveys.**
- Created user stories with appropriate acceptance criteria with the assistance of the Product Owner. Added **user stories** into **product backlog** using the **JIRA** tool.
- Applied the **MOSCOW** and **FURPS** techniques to prioritize and validate requirements, subsequently organizing user stories into the sprint backlog according to their priority.
- 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 **road blocks** in the project.
- Generated **Sprint, Product Burn down/Burn up charts** to track the project progress.
- Contributed to product planning and **User Acceptance Testing (UAT)** to ensure the successful delivery of each sprint component.
- Work effectively within a team environment, providing support to colleagues and ensuring collaborative achievement of team goals.

PROJECT 3:   Application Enhancement – Earning Dashboard | Agile |

Project Description:
> As part of the Salesforce Earning Dashboard tab enhancement project, we developed a solution to expand the platform's capabilities. The enhanced system enables consultants to track their daily earnings, commissions, and monthly income with ease, providing greater transparency and efficiency.

Role: Business Analyst

Job Responsibilities:

- Collaborated with stakeholders to gather and document requirements using diverse elicitation techniques.
- Developed user stories with appropriate acceptance criteria alongside the Product Owner and managed the product backlog using JIRA.
- Applied MOSCOW and FURPS frameworks to assess, prioritize, and align user stories with sprint goals and backlog prioritization.
- Partnered with the Product Owner and Scrum Master for Business Value (BV) and Cost of Delay (CP) assessments, and supported the creation of Definition of Ready (DOR) and Definition of Done (DOD) checklists.
- Actively participated in sprint ceremonies to address roadblocks and maintain project momentum.
- Created Sprint and Product Burn Down/Burn Up charts to track project progress and ensure transparency.
- Engaged in product planning and participated in User Acceptance Testing (UAT) to ensure successful sprint deliverables.
- Maintain clear and open communication with team members and managers to ensure alignment on priorities, issues, and updates.

PROJECT 4:   Application Development – Prospects 3.0 | Waterfall |

Project Description:
> As part of the Salesforce Prospect 3.0 tab development project, we developed a solution to optimize the filtering of prospective clients. The enhanced system empowers consultants to identify potential clients more effectively, provide tailored counseling on suitable immigration products, and drive increased business and revenue generation

Role: Business Analyst

Job 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.
- Take initiative in learning new skills, tools, and techniques to improve personal performance and contribute more effectively to the team.

COMPANY: ICICI Prudential Life Insurance   **| From Nov 2007 to Dec 2010 |**
Unit Manager | From Nov 2007 to June'09 | **Consultant Trainer | From Nov 2009 to Dec 2010|**

- Managed a team of insurance advisors, implementing regular skill enhancement sessions that improved team dynamics and client service.
- Consistently led the team to meet and often surpass quarterly sales targets through strategic client engagement and effective sales tactics.
- Crafted a comprehensive training materials tailored to the specific needs of insurance advisors and sales teams, enhancing their understanding of insurance products and sales techniques.
- Conducted engaging training sessions for various teams across the organization, significantly enhancing participant engagement and knowledge retention.