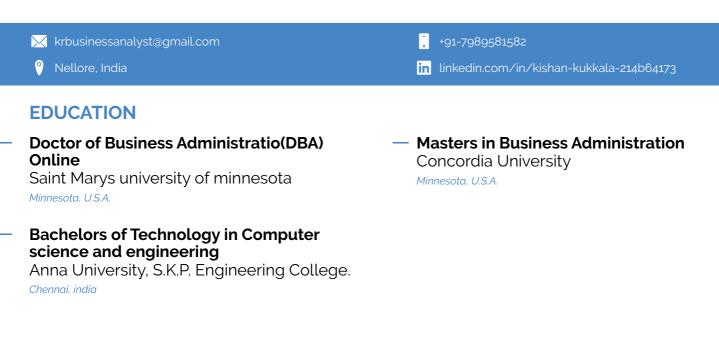# Kishan Reddy Kukkala

Business Analyst

Highly motivated and focused 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 organiztional objectives.

✉ krbusinessanalyst@gmail.com   📱 +91-7989581582

📍 Nellore, India   in linkedin.com/in/kishan-kukkala-214b64173

EDUCATION

Doctor of Business Administratio(DBA) Online
Saint Marys university of minnesota
Minnesota, U.S.A.

Masters in Business Administration
Concordia University
Minnesota, U.S.A.

Bachelors of Technology in Computer science and engineering
Anna University, S.K.P. Engineering College.
Chennai, india

SKILLS

Business Analysis   Product Owner   UI/UX Design   Data Analyst   Organizational Leadership and Development

Business Development Strategies   Research Methodologies

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

- Developed 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 used to define which documents to write and elicitation techniques to apply.
- Created 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 usecase specification document that gives a thorough explanation of the usecase.
- 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 to designs.
- Collaborated with the test manager to develop comprehensive test cases based on deatailed 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, project manager and communicated with the deployment team to deploy the application in the UAT and Live environments.

WORK EXPERIENCE

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, defined the product vision targeting 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
AppStix Technologies Private limited

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 restuarants.

Achievements/Tasks

- Communicated with the business analyst and used 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, uncluding those with disabilities.
- Created interactive digital wireframes and prototypes using FIGMA, which enhanced user testing sessions and contributed to a 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's take aways ane next steps.
- Assisted development team regarding to design stickers sheet and artifacts needed for the development.

PROJECTS

Online Agriculture store
- Developed an interactive business process model for an online agriculture store, enhancing clarity on inputs and outpus, leading to a 10% increase in operational efficiency.
- Time sheets were prepared using a gantt chart for the SDLC stages after the waterfall methodolgy was discussed and finalized.
- Created comprehensive UML diagrams and use case specificatoins from gathered requirements, improiving 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 techinque. Adobe In Design software was used to create and test low- fidelity, high fidelity wireframes and prorotypes.
- JIRA was used 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.

CERTIFICATES

IIBA - Certified Business Analyst Professional

Google Data Analytics

Google UX Design

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
Gitams College, Visakhapatnam.
- Attended 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.