Alekhya Gadepaga

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**Professional Summary**

* 8+ years of experience as Project Manager and Technical Business Analyst in Information Technology, Retail, Financial and E-Commerce. IT experience (education, certifications, projects, and internships included) with Proficiency in the Software Development Life Cycle (SDLC) methodologies such as Waterfall, Agile and Hybrid model.
* Worked with Azure DevOps team to implement CICD pipeline as a Business and Technical Analyst.
* Experience with API management platforms
* Experience in conducting System Integration, Functional, User-Acceptance Testing and improvement of QA Process. Worked on JIRA and Rally for issue tracking and creating epics and user stories.
* Demonstrated proficiency to create Agile/Scrum Project Reporting and Matrices, such as Burn-down Chart, Release and Sprint Backlog, Monthly Release Report and Quality Spread Sheet/Defect Matrix.
* Led teams across broad technical, financial and business disciplines. Focused teams on business objectives and tracked progress to ensure project milestones were completed on time, on budget and with the desired results.
* Mitigated risk factors through careful analysis of financial and statistical data. Anticipated and managed change effectively in rapidly evolving global business environments.
* Have been working on multiple Projects within the team and have been successfully delivering the projects on time.
* Experience working with cross functional teams and been can quickly adapt to the changes in the Projects along with responding to the requests from Clients.
* Experience creating Business Models using – Use case, Data Flow Diagrams, Flow Charts and Activity Diagrams.
* Proficient in creating various documents like Business Requirements Document (BRD), Functional Requirement Document (FRD) and Functional Specification Document (FSD).
* Expertise in using different tools including MS Office (Outlook, SharePoint, Word, Excel, Visio, PowerPoint) and G-Suite (Docs, Gmail, Drive, Hangouts).
* Excellent written, verbal, and interpersonal skill, well-organized and detail oriented. Can accommodate internal and external customers and clients of all levels.

**Skills**

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| * **Databases:** MS SQL Server, MS Access * **Build Tools:** Jenkins * **Programming Languages:** HTML, JavaScript, CSS * **Environment:**  Win 9x/NT/2000/XP, Linux, Unix * **Applications:** Azure DevOps, Workday, Peoplesoft, HCM, ServiceNow, GitHub, Kronos Timekeeping, SharePoint, JIRA, Rally, Radar, Office365 * **Collaboration Tools:** WebEx, Zoom, Skype, Slack, Microsoft Teams | * **Methodology:** Agile, Waterfall * **Design Tools:** Microsoft Visio, Lucid Chart, Sketch, Miro * **Other Tools:** Confluence, Chorus, Quip, Wrike, Radar, Sonar, Box, G-Suite * **Data Analysis and Visualization tools:** Power BI, Tableau (9.0, 9.3) * **PM / Business Analysis / Scrum:** Requirement Gathering and analysis, Business Rules, Process/ Data flow diagrams, CBA (Cost Benefit Analysis), Iteration/Sprint Planning, Retrospectives, Relative Estimation, SharePoint/Document management |

**Work History**

Technical Program Manager/Sr. Business Analyst Feb 2021 to Present

Apple Inc. (San Jose, California)

* Working on multiple projects with cross-functional teams.
* Gather and Document Business and Technical requirements for the development of multiple Applications.
* Develop Analysis and time requirement for developing the applications as well as enhancements of other applications.
* Creating Sprints and tickets on JIRA and maintaining JIRA board. Along with using Wrike for Project management.
* Work with Developers and Quality Analysts to complete the tasks on time both on-shore and off-shore.
* Create release schedules for both UAT and Production release every month and make sure work is completed on time.
* Migrated to radar from JIRA and have been working on Radar for all the Enhancements and Bug fixes.
* Schedule daily stand-up meetings to check on the progress with Developers and Quality Analysts.
* Work with UI/UX designers to get the design mockups for required development and enhancement of the applications along with designing a primary mock-up for the designers to understand the requirements.
* Work with Tech Leads to complete API specific documentation for integrating them with the Applications.
* Work on resolving Clients issues on API applications for optimum Client satisfaction.
* Perform User Acceptance testing after every enhancement and Bug fix, and after every Sprint release.
* Work with the Business to complete UAT after every release until the Project goes live and continuously support the Project once in Production.
* Worked on Content Management System to manage all the documents and content related to the team.
* Used Quip, Box, Chorus and Confluence applications for documents sharing.
* Used Wrike as a Project Management tool for tracking Project Enhancements and Bug fixes, Sprint tracking.
* Used Miro for creating Project workflow, User Flow diagrams.
* Create different reports for the team regarding the production issues handled by the team and escalated to the other Teams.
* Create and Manage radars for the upcoming release of the portal including all the bug fixes and data fixes to be made.
* Built, modified, and executed various test cases and test scenarios for the validation of software features.
* Create presentations, documentation, and design for presenting the new requirements and enhancements.

Technical Project Manager/Sr. Business Analyst Dec 2019 to Jan 2021

Choice Hotels International (Phoenix, Arizona)

* Worked for Information Security Team as a part of Identity and Access Management (IAM), and Application Security.
* Worked with different Business Owners and Product Owners to gather requirements for what is required to be a part of the Security of the Organization
* Facilitated daily stand ups with the development team, QA and Product Owner and check for daily blockers and progress of the project
* Facilitated Backlog Grooming sessions with the Product owner and with the Development Team to prioritize the user stories
* Track and report on budgets, timelines, progress, and resource allocations as required.
* Created Projects, user stories and tasks on Rally. Also used Rally for creating Burndown and velocity charts.
* Developed different use case diagrams, Data flow and workflow diagrams using Lucid Chart and share with the other team members.
* Part of implementation for the AD Provisioning of the users end users’ requests, creating shared folders.
* Provisioning includes creating AD account, assigning with the requested groups
* Worked with cross functional teams to gather requirements for security of the applications used by the organization
* Gathered functional and Business requirements for onboarding the IAM application called Okta and worked on POC before onboarding the Application.
* Used CMS tool to manage all the content related to the team and which needs to be shared with Business
* Successfully worked on integrating all the Choice applications to Okta for SSO
* Worked on integrating Workday and other IAM applications to Okta for easy management
* Worked on JIRA POC to replace the Rally with Jira.
* Documented functional business requirements as product backlogs using JIRA
* Have been worked on developing test plans and creating test cases for the Quality Analysts
* Worked on UAT for the team and been worked with QAs for other testing of the product.
* Create documentation on Confluence and create different pages for the Products and Projects.

Sr. Business Analyst Oct 2019 to Dec 2019

Walmart Inc. (Bentonville, Arkansas)

* Worked with Business Team at Walmart to gather Business and Functional requirements.
* Worked with the Development Team to develop a dashboard for CyberGrants Project in Alteryx, which is a non-profit initiative taken care by Walmart
* Worked on moving the CyberGrants dashboard from Tableau to Alteryx by building Data pipelines.
* Involved in creating the graphs in Tableau by using measures and dimensions data from various databases
* Used Tableau server to publish and share the reports with Business users.
* Developed Tableau data visualization using cross tabs, heat maps, Box and Whisker charts.
* Followed Agile Methodology to gather requirements and document them in an iterative manner
* Facilitated meetings between the vendor and Client to understand the requirements and document those
* Experience in getting reports based on SQL Management Studio and prepare the charts and diagrams using Power BI
* Extracted data from existing data source and performed ad-hoc queries by using SQL and for reporting purpose
* Worked on gathering the Business requirements and document them as a BRD.
* Created Projects and user stories in JIRA. Created different tasks to the user stories and assigned tasks.
* Facilitated Backlog Grooming sessions and Sprint Planning sessions along with Project Owner and the development team.

Sr. Business Analyst  **Aug 2017 to Oct 2019**

H&R Block **(Kansas City, MO)**

* Worked with all the stake holders to design Business Technical requirement Document (BTRD) and prepared necessary documentation for implementation and Quality team.
* Extensively used MS SharePoint a content management platform, for managing content across the organization within a shared repository.
* Created reports based on Power BI for Data Analysis as per business requirements and worked on SQL queries on SSMS to gather required reports for analysis
* Used MS Visio to create High level scenario diagram describing Access group's internal System, use cases, business cases, workflow diagrams, data flow diagrams and system process diagrams etc.
* Worked with Azure DevOps team to implement CICD pipeline
* Worked on Jenkins to build artifacts and maintain the tool. Maintained other tools like GitHub
* Worked on Lifecycle, Create and follow up on JIRA tickets for the change requests received from various business partners. Test them in pre-stage and test environment to validate and bring them to closure.
* Key member of a team which transitioned from an in-house system to PeopleSoft HCM**,** which improved productivity.
* Build Platform features, user stories, and maintain backlog with priorities, using JIRA
* Gather requirements for reporting from Project manager and work on the reporting from Service Now. Create dashboards consisting of tables, graphs and pie charts based the data.
* Worked with cross-functional teams to clear the blockers for my team members to finish the sprint on tm and get ready with the project overview for Sprint review meeting.

Business Analyst **Jun 2017-Aug 2017**

Google Inc. (Austin, TX)

* Facilitated meetings with clients to gather application requirements and converted it into requirement document. Created project plans to be used by development team.
* Defined the business need based on the business goals and objectives and defined the solution scope based on the assumptions & constraints, dependencies, and business needs.
* Successfully used Agile/Scrum Method for gathering requirements and facilitated user stories workshop. Documented User Stories and facilitated Story Point discussions to analyze the level of effort on project specifications.
* Worked with SQL queries to pull required reports for Data Analysis and Reporting.
* Created reports by pulling data from the databases using SSMS
* Performed quality assurance, system integration and user acceptance testing facilitating on-time, on budget and acclaimed "go-live" of enterprise implementations.
* Analyzed and documented the business requirements and generated reports for the Manager.
* Performed business analysis, requirement specifications, project planning and identifying the resources and implementation of the project.
* Well-grounded real time work experience in both the agile and waterfall project environment.
* Served as a business process expert/point of contact within the agile project team.

Business Analyst **May 2014-Dec 2015**

Google Inc. (Hyderabad, India)

* Negotiated customer requirements with senior level management and ensured agreement between customer and project team on requirements for project deliverables.
* Worked with Risk Operations team to clear issues related to Google Wallet security.
* Translated requirements into user stories for development team; collaborating with team to understand and prioritize user stories and allocate them to appropriate sprints; managed sprint and change management for overlapping phases on tight, unmovable deadlines, involving integration with multiple partners.
* Interacted with Credit Card processor and acquirer for processing refunds, voids, chargebacks, and reversal transactions.
* Worked on clearing the chargebacks and reversals because of wrong reviewal of the wallet accounts
* Used different tools to check the credit card transactions and address verifications for the orders placed through Google Wallet
* Created workflow and data flow diagrams and worked on SQL to gather the data related to customers and analyze their experience related to Google Wallet
* Worked on reviewing the Wallet accounts to issue cards and allow high dollar transactions to go through.

**Education**

**University of Central Missouri**

MASTERS, Computer and Information Systems (CIS), Kansas City, MO(US)

**Jawaharlal Nehru Technological University Hyderabad**

BACHELORS, Electrical and Electronics Engineering (EEE), Hyderabad (India)