# Chaitanya Singru

Business Analyst

## CONTACT

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## SKILLS

SKILLS    SKILLS Analytical Skills

Process Mapping and Modelling |

Requirements Analysis Process

Mapping and Modeling Data

Analysis SWOT Analysis Root

Cause Analysis Gap Analysis |

Strategic Planning Cost-Benefit

Analysis Risk Analysis Decision

Analysis Problem-solving | Gap

Analysis | Root Cause Analysis |

Cost Benefit Analysis | Problem

Solving | Risk Analysis | Swot

Analysis | UML | Agile

methodology | Wireframes | Use

Case diagram | Reporting

Microsoft Excel | Microsoft Visio |

Jira | BPMN | UML Diagram |

Flow Charts | Balasamiq | Figma

| Lucidchart | BRD/FRD/CR

## SUMMARY

Detail-oriented Business Analyst having a more than 2 years of experienceatHexaware Technologies. Skilled in data analysis, requirements gathering,anddeveloping strategic insights. Collaborates with cross-functional teams to designandimplement solutions that drive efficiency and growth. Strong analytical abilitiesenableme to identify opportunities for improvementand develop data-drivenstrategies.Committed to continuous learning and staying updated on industry trends.Excellentcommunication skills foster productive relationships with team members andclients.

## WORK EXPERIENCE

**Jr. Business Analyst**                              Mar 2020 - Present
Hexaware Technologies

- ProjectName:META(Instagram,Messenger,Facebook)StakeholderEngagement:Ledrequirements gathering and documentedproject details.
- Documentation Management: Created and maintained BRDs, SRS, userstories,andprocess flows.
- UAT Coordination: Managed and facilitated effective User AcceptanceTestingsessions.
- ProblemResolution:Analyzedandresolvedcomplexissues,meetingdeadlinesefficiently.
- DocumentationCreation:Developedtrainingmaterialsanduserguidesforimplemented solutions.
- Contributed to developing a new mobile app feature.
- Collaborated with diverse teams in development, design, and marketanalysis.
- Alignedthefeaturewithuserneedsandindustrytrends,improvinguserengagement.
- Successfully managed end-to-end projects, ensuring on-time deliveryandstakeholdersatisfaction.
- Analyzed and clarified requirements, collaborated with BusinessAnalysts, TeamLeadand prepared test documentation.
- Designed and executed test cases, including GUI, Functionality,Integration,andRegression testing using Cucumber.
- Developed Weekly status reports and actively participated in statusmeetingswiththe Manager.
- Improving test coverage by 30%, reducing bug resolution time.
- Using Lucid chart tool creating wireframes,UML,FLowchart to make a projectmoreinformative as for clients perspective.
- Business AnalystDec 2020 - Mar 2022G-Soft TechnologyProject Name: Finno BankIworked with our testing teams to make sure the software we built actuallydidwhat it was supposed to do, especially during the "FinnoBank" project.
- Whenever we found a gap between what the bank wanted and what oursoftwarecould do, I helped come up with solutions to bridge that gap.
- Documentation Management: Created and maintained BRDs, SRS, userstories,andprocess flows.
- Using the tools like Balsmiq,Lucid chart,MS visio and so on createdawireframes,flow chart,use cases for more understanding of a technical teamtodesign or get the information of product accurate.

## EDUCATION

B. S. C                                                      Jan 2016 - May 2019