**Vathsala Shankar**

Michigan

H4 EAD

***SUMMARY***

* I have 8 years of experience as a Business Analyst, specializing in IT projects spanning network infrastructure optimization, O365 integration, VoIP upgrades, and CRM deployment.
* Proven track record of successfully gathering, analyzing, and documenting stakeholder requirements to drive the design and implementation of technology solutions aligned with business objectives.
* Proficient in developing technical specifications, business requirements documents (BRDs), and functional requirements documents (FRDs) to guide the implementation of IT projects.
* Skilled at managing the full project lifecycle, from requirement elicitation and solution design to testing, deployment, and post-implementation support.
* Strong expertise in utilizing Agile methodologies to prioritize tasks, facilitate collaboration among cross-functional teams, and deliver projects on time and within budget.
* Demonstrated ability to leverage tools such as Jira for project management, task tracking, and backlog prioritization, ensuring transparency and accountability throughout the project.
* Experienced in conducting user acceptance testing (UAT), developing test cases, and analyzing test results to validate the functionality and usability of IT solutions.
* Proficient in SQL for data analysis, querying databases, and generating custom reports to support decision-making processes and optimize system performance.
* Skilled at creating visual representations of system requirements and workflows using UML diagrams, facilitating effective communication and alignment among project stakeholders.
* Strong analytical and problem-solving skills, with a proven ability to identify issues, propose effective solutions, and mitigate risks to project success.
* Excellent communication and stakeholder management skills, with a proven ability to build and maintain relationships across diverse teams and levels of the organization.

***AREAS OF EXPERTISE***

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| --- | --- | --- |
| *Business Analyst* | *Requirement gathering* | *Network Infrastructure* |
| *VoIP* | *O365* | *Desktop support* |
| *CRM* | *Process Modeling* | *Agile* |
| *Jira* | *User stories* | *UML* |
| *Test cases n plans* | *UAT* | *SQL* |

***EDUCATION***

Bachelor of Engineering, Bangalore Institute of Technology (VTU), India

***TECHNICAL SKILLS***

MS Office, MS Project, MS Visio, Excel, Lucid chart, Wireframes, Mock-ups, Rational Suite, Agile, Waterfall, Jira, SQL, Oracle, MS Access, Web Services, API, MS Visio, Balsamiq, XML, HTML, Window, Quality Center.

***WORK EXPERIENCE***

**Armstrong World Industries, Lancaster, PA – Remote**

**BUSINESS ANALYST | SEPTEMBER 2022 – TILL DATE**

I worked on a comprehensive network infrastructure optimization project to enhance network performance, reliability, and security. This included upgrading hardware, optimizing network configurations, and integrating advanced monitoring tools.

**RESPONSIBILITIES:**

* Conducted interviews with project stakeholders to gather detailed requirements and understand business needs.
* Collaborated with stakeholders to prioritize network enhancement requirements based on business impact and urgency.
* Conduct a comprehensive assessment of the current network infrastructure to identify performance bottlenecks, vulnerabilities, and areas for improvement.
* Documented technical specifications and requirements for hardware upgrades, network configurations, and monitoring tools in BRDs and FRDs.
* Developed detailed technical requirements for hardware upgrades and network configuration changes.
* Designed scalable network solutions to enhance performance and reliability.
* Managed the procurement process, including writing Requests for Proposals (RFPs) and evaluating vendor bids.
* Created comprehensive project plans, including timelines, resource allocation, and risk management strategies.
* Created UML diagrams to visualize and communicate proposed network architecture changes.
* Developed test cases and plans to validate network upgrades.
* Wrote SQL Queries for Network Data Analysis.
* Facilitated an agile methodology to prioritize and schedule network upgrade tasks for implementation.
* Utilize Jira for task management, tracking the progress of network enhancement tasks, and collaborating with the implementation team.
* Optimized network configurations to enhance traffic flow and decrease latency.
* Created detailed documentation for all new configurations and processes.
* Developed and implemented change management processes for network configurations to minimize disruptions and ensure compliance with security policies.
* Applied analytical and problem-solving skills to address and resolve network issues quickly and effectively.
* Collaborated with IT support teams to develop incident management procedures for handling network-related issues and outages.

**Motor City Electric Utilities Co - Detroit, MI**

**BUSINESS ANALYST | NOVEMBER 2020 – AUGUST 2022**

The project involved integrating and optimizing the O365 Productivity Suite to enhance collaboration and productivity across the organization.

**RESPONSIBILITIES:**

* Conducted detailed interviews with stakeholders to gather and document business requirements for O365 integration and optimizing.
* Map current and future state business processes to identify areas of improvement and optimization within the O365 suite.
* Created comprehensive technical requirements and specifications for O365 deployment.
* Developed a detailed migration plan to transition from legacy systems to O365, minimizing disruption.
* Managed the data migration process to ensure data integrity and a seamless transition to O365.
* Configured O365 applications, including SharePoint, Teams, OneDrive, and Exchange, to meet organizational needs.
* Conduct feasibility studies to evaluate potential O365 integration and optimization solutions.
* Developed and implemented change management plans to ensure smooth adoption of new O365 features and processes.
* Maintained and prioritized the product backlog in Jira, ensuring the most valuable features and enhancements were delivered first.
* Used SQL to generate custom reports and dashboards, providing insights into O365 usage and performance.
* Conducted extensive testing to ensure O365 solutions met performance and security standards.
* Created detailed support documentation and user guides for O365 applications.
* Implemented monitoring tools to track O365 performance and usage, identifying areas for improvement.
* Identified and mitigated risks associated with the O365 integration project.
* Developed procedures to improve the ongoing management and utilization of O365 applications.
* Monitored and reported on service level agreements (SLAs) for O365 performance and support.

**Consumers Energy - Jackson, MI**

**BUSINESS ANALYST | JUNE 2019 – OCTOBER 2020**

The project involved upgrading existing VoIP infrastructure, integrating new features, and ensuring seamless connectivity across multiple locations.

**RESPONSIBILITIES:**

* Elicit detailed requirements from stakeholders through interviews, workshops, and observation sessions to understand their needs and objectives for the VoIP infrastructure upgrade.
* Conducted a detailed needs analysis with stakeholders to gather requirements for VoIP expansion.
* Analyzed the existing VoIP system to identify areas for improvement and expansion.
* Developed technical requirements and project plans for VoIP infrastructure upgrades.
* Coordinated with vendors to procure new VoIP hardware and software.
* Created comprehensive documentation for VoIP configurations and procedures.
* Work with technical teams to plan and oversee the integration of new VoIP features across multiple locations.
* Facilitated Agile ceremonies, including daily stand-ups, sprint planning, retrospectives, and reviews to ensure timely and quality delivery of project milestones.
* Used Jira to manage project tasks, track progress, and maintain a backlog of user stories and issues.
* Created Unified Modeling Language (UML) diagrams such as use case diagrams, activity diagrams, and sequence diagrams to represent system requirements and workflows visually.
* Utilize SQL for querying databases to analyze data, generate insights, and support decision-making processes for infrastructure improvements.
* Developed detailed test cases and plans to ensure that all aspects of the VoIP infrastructure and other systems meet the specified requirements.
* Analyzed current business processes and systems and created procedures to improve efficiency, productivity, and user experience.
* Identified and mitigated risks associated with the VoIP expansion project.
* Developed procedures for the ongoing maintenance and support of the VoIP system.
* Monitored and reported on key performance indicators (KPIs) for the VoIP system.
* Maintained comprehensive project documentation, including meeting minutes, project plans, and status reports.

**GE Aerospace - Grand Rapids, MI**

**BUSINESS ANALYST | JANUARY 2018 – MAY 2019**

This project aimed to improve the performance and reliability of the desktop support infrastructure.

**RESPONSIBILITIES:**

* Collaborated with stakeholders to gather requirements and define objectives for enhancing desktop support infrastructure performance and reliability.
* Worked on the full systems development lifecycle (SDLC) for desktop support infrastructure improvement projects.
* Implemented Change Control processes to manage changes to the desktop support infrastructure effectively.
* Provided technical support and troubleshooting for desktop support issues.
* Developed Business Requirements Documents (BRDs) outlining project objectives and deliverables for desktop support infrastructure enhancements.
* Created detailed Functional Requirements Documents (FRDs) specifying desired functionalities and features of the improved desktop support infrastructure.
* Applied Agile methodologies and utilized Jira for project management and tracking progress on desktop support improvement projects.
* Conducted data extraction from various databases to analyze desktop support performance metrics and identify areas for improvement.
* Analyzed, facilitated, modeled, and organized information to reconcile conflicts and elicit requirements for desktop support infrastructure improvements.
* Developed business process models to visualize and streamline desktop support workflows and procedures.
* Facilitated process improvement initiatives for enhancing desktop support efficiency and reliability.
* Conducted Integration Testing to ensure seamless integration of desktop support improvements with existing IT infrastructure.
* Coordinated User Acceptance Testing (UAT) to validate desktop support infrastructure enhancements.
* Utilized SQL for data extraction, analysis, and querying to support decision-making and desktop support optimization efforts.
* Implemented Release Management processes to deploy updates and enhancements to the desktop support infrastructure.
* Communicated project updates and progress to stakeholders and management.

**Kongsberg Automotive - Novi, MI**

**BUSINESS ANALYST | AUGUST 2016 - DECEMBER 2017**

The project was to deploy CRM solutions to increase customer data capture and create workflows to generate relevant follow-up communication with customers across all contact channels.

**RESPONSIBILITIES:**

* Gathered requirements for all workflows as per business requirements and translate them into CRM business terms.
* Developed CRM metrics and used them to gauge customer satisfaction for new and existing customers.
* Customized CRM forms, fields, and layouts to capture relevant customer information and tailor the user interface to meet business requirements.
* Followed waterfall methodology during this project.
* Utilize UML (Unified Modeling Language) to create use case diagrams, activity diagrams, and sequence diagrams to represent business processes and system interactions.
* Developed entity-relationship diagrams (ERDs) to model customer data structure and relationships within the CRM system.
* Developed user stories with acceptance criteria, ensuring alignment with business goals and technical feasibility.
* Developed comprehensive test cases and test plans to validate the functionality, usability, and performance of the CRM solution, covering both functional and non-functional requirements.
* Identified potential risks and issues related to CRM deployment and developed mitigation strategies to address them proactively, minimizing impact on project timelines and deliverables.