Amulya Yenduri

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**SUMMARY:**

Over 10 years of IT experience in solving business needs and realizing opportunities utilizing off the shelf and custom software. Dedicated to building positive relationships to enable the successful outcome of projects resulting in high customer satisfaction. Strong analytical, verbal, and written communication skills.

* Experience with **full implementation and production support**
* Advanced working knowledge of **Software Development Life Cycle (SDLC)**, having thorough understanding of various phases like Requirements, Analysis/Design, Development and

Testing.

* Extensive experience in creating **Business Requirement Document** (BRD), **Use Cases**, **Test Cases**, **Test Scenarios**, **Change Requests Forms** *(including respective business cases)*, Requirements Traceability Matrix (**RTM**), Metric Specification Requirement Documents *(along with respective data mapping)*, Training Guides and other extensive support documentation, throughout the Life Cycle of a project
* **Research on new technologies** and support the Business needs
* Work experience in an **Agile Environment**
* Experience in facilitating **Change Management** across entire process from project initialization to testing through project delivery, Software Development & Implementation Management in diverse business & technical environments
* Extensive experience in developing **Test Scripts**, **Test Cases** and **Test Plans** for the **UAT** (User Acceptance Testing).
* Responsible for eliciting requirements through interviews, document analysis, requirements workshops, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis.
* Worked as a **SME(Subject matter expert**) collaborating with IT and technical business teams to work and implement technical solutions
* Involved in revising existing systems and procedures to correct deficiencies and maintain more

effective **data analysis and handling**, **conversion, scheduling, multitasking of functions, tasks** input/output requirements and storage.

* Excellent problem solving, analytical, judgment, organizational and leadership skills. Strong

**Project management skills** including strategic planning, work break down structure creation, problem solving, timeline reviews and decision-making abilities.

**EDUCATION & CERTIFICATIONS**

Bachelor of Electronics and Communication Engineering

Jawaharlal Nehru Technological University, Hyderabad, AP, India

Certifications:

* Certified Leading Safe Agilist
* Certified SAFE Scrum Master
* Data Science with R
* AWS Concepts

**TECHNICAL SKILLS**

* Streamline Systems
* Knowledge of Claims processing and other healthcare knowledge
* Proficient in Microsoft Office Suite (Word, Excel, Outlook, Power point)
* Business Analytics with Excel- Lookup and Reference Functions, Pivot Tables etc
* **Tools Used:** MS Visio, SharePoint, Jira
* Project Management
* Knowledge in Tableau, SDLC Model, SQL, R,Python
* SAP R/3 Experience with ERP systems
* **Environment: SAP** ABAP ECC 6.0, HCM Business Suite, SAP FICO, HR Experience
* Worked on all aspects of HR based services like Employee Payroll, Time Management, Benefits and Org Management, Master data
* Knowledge in SAP sales and Finance modules
* RPA- Robotic Process Automation
* 1 year FLAG FGS-Leadership and Growth Program course focusing on Leadership skills

**TRAINING**

* Business Analysis with Excel with Simplilearn
* AWS Concepts, AWS Certified Cloud Practitioner Course
* Data Science Certification with R
* Business Analysis Fundamentals by Jeremy
* Business Communication Skills Workshop
* Six-Sigma Compliance
* CMMI Level3,Level4,Level5 workshop

**PROJECT EXPERIENCE**

**FGS Strategic and Initiatives:** Currently working as an Innovation Architect in Strategy and Planning Team

* Responsible for supporting the identification of business opportunities through innovative initiatives that create additional value for the organization
* Interfaces with internal and external partners and government agency account teams to develop future solutions, pilots, and concept papers
* Participate in proposal activities and generate innovation sections for potential bid opportunities
* Supports the Innovation Director in organizing a pipeline of initiatives and ensuring traceability plans are in place to monitor progress and outcomes

**FLAG -FGS Leadership and Growth Program:**

Worked on a Capstone Project -Leverage Anthem Digital Strategy

Worked on building a solution for the business to improve Digital Strategy and Capabilities Communication

**Worked as an Analyst in a Scrum Team/Facilitate Scrum Master Activities**

* Experience in **leading the Research and analysis** in Timeout Mitigation Project and help to roll out a new implementation plan
* Support the architecture team with design review and analysis data of the business problem
* Extensive Research and lead the analysis for GA Claims Impact Report
* Drive **roadmaps for the RPA Automation** project to define the Business value and data
* Discussed with the team on how we can **improve the documentation and analysis** of the current Streamline systems
* Discuss Innovative documenting ideas to **improve efficiency and productivity**
* Removing Barriers/roadblocks for the team
* For GA automation identified areas which can cause security issues like sharing provider information on email
* Develop documentation and increase the accuracy of the work in the team
* Experiment new ways of trying and delivering things like documentation for stories, process documents
* For the SAR report researched through the mainframe code and various files to come to the formula’s conclusion. This was scheduled to extend to many PI but have identified the solution and got it completed
* Have done extensive end to end analysis on the Quarterly flow reporting and the report numbers and have the detailed knowledge related to this part of the system and Be a SME for SAR
* Discuss issues encountered story to story basis and work on ways to improvise the plan
* Meet with the SA and PO, Make a plan on what stories to pick up and to do the analysis way before the stories start

**Healthcare Project :( Data Science Certification Project)**

Worked on a healthcare project to analyze the healthcare cost and utilization in Wisconsin hospitals

**Employer: North Gate Human Resources (NGA-HR)**

**SAP Analyst/Business Analyst**

**Clients: EFH, Oncor, Fifth Third Bank**

Handled multiple Implementation and support projects with clients over UK and US

**Responsibilities:**

* Conduct meeting with stakeholders to document potential gaps in the data we are unable to capture or the data which is not captured
* Worked on **SAP master data** and migrating data from legacy to non legacy system with help of data tools like LSMW
* Worked on core HR solutions and implemented the same for the customer
* Provide analysis of the project and work on Business Requirements
* Designed the **UAT** test plans, schedules and handled the entire responsibility for **UAT** testing, Defect resolutions and issue resolutions including the implementation of issue escalation procedures
* Work on **production system** and handle important scenarios related to production control and collaborate with other teams
* Handling the jobs like scheduling, analyzing the error log, rescheduling
* Deliver technical solution to customers as per the requirements to best achieve the solution
* Developed **Technical reports** as per the customer requirements
* Researched, analyzed, tested, debugged applications, and provided support to clients.
* Assisted clients with their queries related to Database, release or connection errors and escalated issues when necessary.
* Author programming specs and work closely with the programming team to develop enhancements, interfaces, and updates to

The SAP system

* Served as administrator for **SharePoint** team site
* Worked on Data migration tools in **SAP** like **LSMW**

**Environment: SAP ECC system, Service NOW, MS Office, SharePoint**

**Employer: North Gate Human Resources (NGA-HR)**

**SAP Analyst/Business Analyst**

**Europe Clients**

Worked with clients over Europe like Royal Bank of Canada, Philips Lighting, Akzonobel

**Responsibilities:**

* Used **SNOW** tool for ticketing, requirement management and integration of the whole project related documentation
* Worked on Agile methodology for the project
* Attending to calls from clients regarding application issues and queries.
* Help in implementing the solution with developing reports and providing technical solutions
* Worked in crucial situations attending deadlines to the customer
* Researched, analyzed, tested, debugged **SAP** applications, and provided support to clients.
* Assisted clients with their queries related to Database, release or connection errors and escalated issues when necessary.
* Maintained all client profiles, client test and production environment and associated source codes.
* Managing **ERP** systems
* Participate in test case review with **QA** teams to ensure all the scenarios are covered for
* each requirement documented
* Worked on PI/XI **Integration Monitoring** activities
* Participated in weekly progress meetings, walkthroughs, and inspections
* Designed automation **Test scripts** for the regression testing and actively involved in review of manual test scripts.
* Participate in **UAT** sessions to provide support to business stake holders while testing the

Report

**Environment: SAP ECC system, Service NOW, MS Office, Sharepoint**

**Employer: North Gate Human Resources (NGA-HR)**

**SAP Analyst/Business Analyst**

**ASTRAZENECA (AZ) Project:**

Worked with AZ clients and stakeholders from US to collect data and develop reports

**Responsibilities:**

* Worked as an IT Analyst and acted as a liaison between the AZ teams in the project and built requirements and technical documentation
* Designed Project road maps and functional documents
* Built a **tool** suitable for the customer to access the **Technical Documents, AT Documents** and other documentation for all the reports developed under each country
* Developed plans for verification and validation of requirements at all levels so that developed software successfully fulfilled user expectations and business needs
* Assisted in documenting User Manual
* Helped the **HRO** in testing and set up calls and prepared documents to help understand the functionality of the ticket
* Utilized the business requirements to develop detailed user interface for the application
* Collaborate with different teams within the organization including Product management, Engineering, QA and Professional Service to share knowledge learned and client live-issue experience
* Identified subject-matter experts and drove the requirements gathering process through approval of the documents that convey their needs to management, developers, and quality assurance team.
* Work **on Agile methodology** and different Business Project models
* Dealing with data of employees related to pay slips, benefits and time details of each employee
* Worked with **BI integration** systems to ensure flow of data

**Environment: SAP ECC system, Service NOW, MS Office, Sharepoint**

**Employer: North Gate Human Resources (NGA-HR)**

**SAP Analyst/Business Analyst**

**DSM Project:**

Independent resource from the team handling the project activities

**Responsibilities:**

* SPOC for daily customer interaction and implementation activities
* Wide knowledge of SAP system maintenance, upgrades, development, and enhancement
* Support all aspects of customer implementations
* Diagnosis, research and analyze customer issues and requests
* Participate on the development of GO-LIVE plans and approach.
* Gather input and develops the GO-LIVE check lists for a specific business process.
* Provide after implementation support (Command Center) following production Implementations.

**Employer: North Gate Human Resources (NGA-HR)**

**SAP Analyst/Business Analyst**

**RBC-Royal Bank of Canada:**

**Testing Coordinator (IT)**

**Responsibilities:**

* Helped the Project Manager to project timeline, work items and needed resources for a project

using **Project Server**.

* Created **Work Breakdown Structure** for the project Manager to have an idea of the tasks

involved in a project.

* Reviewed the **Project Charter** and conveyed the project timeline and scope items to the business.
* Created a **System Integration Diagram** for the IT Development and Infrastructure team that was distributed throughout the enterprise.
* Facilitate brain storming sessions for the business to decide what is in scope and out of scope for the project
* Conducted meetings to gather business requirements with the business.
* Conducted meetings to capture technical requirements and encryption requirements with IT

development team and infrastructure team.

**Employer: North Gate Human Resources (NGA-HR)**

**SAP Analyst/Business Analyst**

**Novartis- Health care Company Project**

Novartis has a customizable ERP platform that can be used across the industries. The project involved working on that platform to customize it for a Healthcare Customer. The activity had two

sides, enhancing the product and customizing it.

**Responsibilities:**

* **Planned, Designed and analyzed the stakeholder’s requests and requirements for the** implementation of the project and converted them into Functional and Non-functional requirements.
* Analyzed and developed the business applications used in the Healthcare Organization.
* Evaluation of the global healthcare delivery systems.
* Facilitated in the overall management of projects including risk analysis and mitigation, status

Reports, client presentations**, defining milestone deliverables and establishing critical success factors**