

Spoorthy Gope Gowda

📍 Dallas, USA ✉ spoorthygb98@gmail.com ☎ +18066427407

in [linkedin.com/in/spoorthy1998](https://www.linkedin.com/in/spoorthy1998)

Education

Texas Tech University

MS in Computer Science (GPA: 3.5/4.0)

Lubbock, TX

Jan 2022 – Aug 2023

Technologies

Languages: Java, Python, PowerShell, JavaScript, MySQL, HTML, CSS.

Frameworks and Databases: Spring Boot, Angular, Botpress, Kore.ai, Arago Automation, MySQL, DB2

Servers and Tools: Windows Server, Linux Server, IBMi, Eclipse, PyCharm, Jenkins, ServiceNow, Jira, Power BI, Excel, Office 365, Figma, Visio.

Experience

IT Business Analyst

American First Finance

Dallas, TX

Oct 2023 – present

- Leveraged Generative AI to reduce manual effort in requirement gathering, documentation, and user-story creation- analyzing business needs, identifying gaps, and translating them into functional and technical requirements across automation and AI-driven projects, ensuring 100% requirement traceability from analysis to production.
- Used SQL to analyze ticketing and transaction data, identifying 15% recurring issues, enabling solutions that reduced average response time by 20+ hours per month and built powerbi dashboard for sales management.
- Owned Product Owner responsibilities across the SDLC for assigned products and and feature ownership contributing to on-time delivery of 100% of sprint goals.
- Coordinated use case and test scenario development to support UAT, partnering with stakeholders, developers, QA, UI/UX, and data teams within Agile/Scrum environments to translate business goals into technical solutions and drive API integration initiatives increasing feature adoption rate by 20%.
- Gathered and analysed data requirements for Legal, Compliance, and cross-departmental reporting and supported data migration through source-to-target mapping, validation, and reconciliation.
- Created PowerBi dashboard for sales management to visualize key business metrics and track KPIs.
- Performed Level 1 and Level 2 technical application analysis, triaging and resolving system issues, escalating complex cases, and coordinating with development teams for root-cause resolution.

IT Junior Business Analyst

Hexaware Technologies Limited

Chennai, India

Jan 2020 - Oct 2021

- Assisted in business requirement gathering by working closely with stakeholders to understand functional needs and translate them into clear technical and functional documentation.
- Created and maintained use cases, user stories, process flows, and basic BRD/FRD documents to support project delivery.
- Analyzed system workflows and identified opportunities for process improvement and automation.
- Supported in backend scripting using Python and PowerShell to support automation and reporting needs and Mentored 3 interns, helping them understand business use cases and functional requirements using Arago and Botpress platforms.

Certifications/Honor

- Agentic AI and AI Agents:A Prime for Leaders.
- Microsoft Azure-900, Python, C++, C, Java, Powershell,MS PL-300.
- Awarded title for the best performer amongst 30 members in a team at Hexaware Technologies.