

VENKATA SURYA CHAITANYA

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PROFESSIONAL SUMMARY

Senior Business Analyst with 8+ years of experience translating complex business needs into functional requirements, process improvements, enterprise system enhancements, data governance controls, and analytics solutions across technology, telecommunications, and regulated business environments. Strong expertise in requirements elicitation, BRD and FRD development, user stories, acceptance criteria, BPMN, gap analysis, Agile and hybrid delivery, UAT, change control, and requirements traceability. Hands-on experience with SQL, Advanced Excel, Power BI, Tableau, Power Query, DAX, Jira, Confluence, Azure DevOps, ServiceNow, Salesforce, and SAP. Skilled in stakeholder workshops, system integrations, KPI reporting, data quality, master data management, audit support, workflow automation, and AI-assisted requirements documentation throughout the SDLC.

TECHNICAL SKILLS

- **Business Analysis:** Requirements Elicitation, BRD, FRD, User Stories, Acceptance Criteria, Use Cases, Gap Analysis, Impact Analysis, Root Cause Analysis, Business Rules Analysis, Requirements Traceability Matrix (RTM), Scope Management
- **Process Analysis:** Business Process Improvement, Process Mapping, BPMN 2.0, Workflow Analysis, Current-State & Future-State Analysis, SIPOC, Swimlane Diagrams
- **Agile & Delivery:** Agile (Scrum, Kanban, SAgile), Waterfall, Hybrid Delivery, Sprint Planning, Backlog Refinement, Story Mapping, Release Planning
- **Stakeholder Management:** Stakeholder Engagement, Executive Communication, Cross-Functional Collaboration, Workshop Facilitation, Vendor Management, Risk & Issue Management, Decision Tracking
- **Data Analysis:** SQL, Advanced Microsoft Excel, Data Mapping, Data Profiling, Data Validation, Data Reconciliation, Data Quality Analysis, KPI Definition, Trend Analysis
- **Reporting & Visualization:** Power BI, Tableau, Power Query, DAX, Dashboard Requirements, Executive Reporting, Self-Service Analytics
- **Testing & Quality Assurance:** User Acceptance Testing (UAT), Test Scenario Development, Test Case Review, Requirement Validation, Defect Triage, Regression Testing Support
- **Tools & Platforms:** Jira, Confluence, Azure DevOps, Microsoft Visio, Lucidchart, Miro, SharePoint, ServiceNow, Salesforce, SAP
- **Governance & Compliance:** SDLC, Change Control, Documentation Standards, Audit Support, Data Governance, Master Data Management (MDM), SOX, GDPR
- **AI & Automation:** Generative AI, AI-Assisted Documentation, Prompt Engineering, Workflow Automation, Predictive Analytics Requirements

PROFESSIONAL EXPERIENCE

Teledyne Technologies Inc.

Jul 2025 – Present

Senior Business Analyst

- Spearhead requirements discovery workshops with executives, product owners, vendors, and technical teams, producing BRDs, FRDs, user stories, acceptance criteria, impact assessments, and traceability artifacts for enterprise initiatives.
- Evaluate current-state operations using BPMN, process maps, SIPOC, and future-state modeling in Visio and Miro, identifying workflow improvements that reduced manual dependencies by approximately 30%.
- Guide Scrum, Kanban, SAgile, and hybrid delivery activities through sprint planning, backlog refinement, story mapping, release planning, dependency reviews, and business-priority alignment across concurrent workstreams.
- Resolve requirement conflicts across 5+ functional teams, maintained decision logs for 20+ active items, and shortened approval cycles by approximately 25% through structured escalation and stakeholder communication.
- Analyze 50,000+ operational records using SQL and Advanced Excel, improving data-quality visibility and reducing recurring reconciliation discrepancies by approximately 20% across monthly reporting cycles.
- Define reporting requirements for 6+ Power BI and Tableau dashboards, designed Power Query transformation logic, validated DAX calculations for Power BI solutions, and cut recurring manual reporting effort by approximately 20%.
- Direct UAT, regression validation, defect triage, change control, and production-readiness activities while maintaining documentation standards and audit evidence across governed SDLC delivery processes.
- Apply Generative AI and structured prompt engineering to accelerate requirement drafting, workshop summaries, and documentation workflows, reducing preparation effort by approximately 30% while maintaining stakeholder review controls.

Colt Technology Services

Apr 2021 – Jul 2023

Business Systems Analyst

- Gathered and translated requirements from 15+ stakeholders across operations, finance, service delivery, and technology into traceable use cases, business rules, and system specifications for enterprise initiatives.
- Assessed end-to-end service workflows through gap analysis, impact analysis, swimlane diagrams, and Lucidchart models, recommending process improvements that reduced manual handoffs across operational teams.
- Coordinated 4+ Waterfall and Agile workstreams, facilitated backlog and milestone reviews, and improved release readiness by reducing unresolved requirement dependencies before implementation.
- Defined integration requirements, field mappings, validation rules, and API data exchanges across ServiceNow, Salesforce, and SAP, improving consistency between customer, service, billing, and operational records.
- Examined 75,000+ source records through SQL profiling and reconciliation, identifying data-quality exceptions and improving KPI reliability for service delivery, incident trends, and operational reporting.

- Orchestrated UAT across 25+ business scenarios, coordinated 10+ business users, and helped resolve critical defects before production implementation, strengthening release quality and requirement coverage.
- Administered requirements, decision records, governance documentation, and solution artifacts through Jira, Confluence, Azure DevOps, and SharePoint, improving transparency, version control, and audit readiness.
- Supported governance and MDM controls across 3 enterprise data domains, documenting ownership, access rules, approvals, and retention requirements to strengthen SOX and GDPR audit readiness.

**Webkul Software
Business Analyst**

Oct 2018 – Mar 2021

- Conducted client interviews and requirement workshops to capture business needs, document BRDs, FRDs, user stories, acceptance criteria, and scope boundaries for web, e-commerce, and enterprise application projects.
- Documented 12+ business workflows using BPMN, SIPOC, and future-state analysis, helping reduce manual handoffs and improve turnaround time across order, customer-service, and administrative processes.
- Partnered with developers, QA analysts, UI/UX designers, and product stakeholders during Scrum ceremonies, clarifying backlog items, organizing story maps, and maintaining alignment across iterative releases.
- Verified application and reporting data using SQL, Advanced Excel, profiling techniques, and reconciliation checks, identifying inconsistencies before system testing, migration, and production deployment.
- Prepared UAT plans, reviewed business test scenarios, coordinated user participation, tracked defects in Jira, and confirmed that resolved functionality met approved requirements and acceptance criteria.
- Organized 100+ requirement artifacts, process diagrams, decisions, and change records across Confluence, SharePoint, Miro, and Lucidchart, improving document accessibility for distributed project teams.
- Produced Power BI and Tableau reports, prepared Power Query transformations, reviewed DAX-based KPI calculations, and delivered trend insights supporting client reviews and operational decision-making.

**Creative Newtech Ltd
Junior Business Analyst**

Mar 2016 – Sep 2018

- Assisted with requirements for 6+ application and process-enhancement initiatives, producing BRDs, FRDs, use cases, and business rules while supporting scope clarity and stakeholder alignment.
- Mapped existing workflows through Visio diagrams and swimlane models, highlighting process gaps, approval delays, and improvement opportunities for review by senior analysts and business managers.
- Liaised with developers, testers, and business users to clarify functional questions, record decisions, monitor issues, and ensure solution changes reflected documented business expectations.
- Validated application records using SQL queries and Advanced Excel, reconciled source information, and identified data discrepancies before testing cycles and production releases.
- Drafted UAT documentation for 20+ business scenarios, logged and monitored functional defects, and supported regression testing that improved requirement validation before production release.
- Maintained traceability matrices, meeting minutes, change records, project files, and SharePoint repositories in accordance with SDLC documentation and version-control standards.
- Compiled recurring KPI reports and trend summaries for project managers and operational stakeholders, providing visibility into requirement progress, testing results, defects, and implementation readiness.

EDUCATION

- **Master's in Business Analytics — Lewis University**
- **Bachelor's in Mechanical Engineering — JNTU**

CERTIFICATIONS

- **Certified Business Analysis Professional (CBAP)**
- **AWS Certified Data Engineer – Associate**