

Chaithra Mydala

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PROFESSIONAL SUMMARY

Results-driven Business and Data Analyst with over 4 years of experience driving cross-functional governance, reporting, and data quality initiatives across fintech, cloud, and enterprise environments. Adept at bridging the gap between business needs and technical execution utilizing SQL, Power BI, and emerging AI-assisted data analysis tools. Proven track record of developing executive dashboards, optimizing Agile delivery workflows, and deploying automated log parsing and alerting to ensure strict data accuracy and operational compliance.

TECHNICAL SKILLS

- **Analytics & AI Visualization:** SQL, Power BI, Excel, Tableau, AI-Assisted Analytics (Copilot/ChatGPT Advanced Data Analysis), Predictive Trend Analysis, Dashboard Development.
- **Data Governance & Quality:** Data Validation, Governance Reporting, automated log parsing and alerting, ETL Validation, KPI Reporting, Compliance Tracking, Root Cause Analysis.
- **Business Analysis & PMO:** Requirement Gathering (BRD/FRD), Prompt Engineering for Agile, User Stories, UAT, Agile (Scrum), Sprint Planning, JAD Sessions, Process Mapping.
- **Tools & Platforms:** Jira, Confluence, ServiceNow, Azure DevOps, Visio, Salesforce, Oracle CRM, Microsoft Office Suite.

PROFESSIONAL EXPERIENCE

Business Analyst | InComm Payments | Texas | Feb 2026 – Present

- Supported enterprise data governance by tracking 20+ deliverables and remediation activities utilizing Jira and ServiceNow, boosting tracking efficiency by 15%.
- Partnered with business and IT stakeholders to build 5+ Power BI dashboards and KPI reports, integrating AI-driven insights to reduce manual reporting efforts by over 4 hours weekly.
- Executed data validation, reconciliation, and rigorous SQL/Excel quality checks; deployed automated log parsing and alerting mechanisms that improved enterprise data consistency and accuracy by 18%.
- Synthesized complex data into governance reports and executive summaries for weekly leadership reviews, enhancing follow-up tracking visibility by 12%.
- Authored comprehensive business requirements and directed UAT activities, utilizing prompt engineering and AI tools for rapid defect tracking and stakeholder communication workflows.

Business Analyst | Ekman Group | Virginia | Jan 2025 – Jan 2026

- Engineered 12+ Power BI dashboards blending CRM and operational datasets, leveraging AI Copilot functionalities to reduce manual workflow reporting by 18%.
- Facilitated 40+ JAD sessions and stakeholder workshops to secure alignment, resulting in a 75% improvement in first-pass approval rates.
- Generated 60+ user stories and Agile artifacts in Jira and Confluence, utilizing AI-assisted drafting to accelerate documentation and reducing development rework by 20%.
- Validated ETL pipelines and executed SQL-based quality checks to successfully eliminate historical reporting discrepancies.
- Performed advanced customer segmentation and predictive trend analysis via Excel, directly contributing to an 11% increase in targeted engagement opportunities.

Business Analyst | UT Arlington | Texas | Jan 2023 – Dec 2024

- Designed interactive KPI dashboards in Power BI for 20+ stakeholders, enabling data-driven organizational decisions and elevating reporting visibility by 45%.
- Constructed SQL data pipelines and standardized reporting lifecycle tracking in Excel, surfacing actionable intelligence and minimizing departmental data inconsistencies.
- Investigated critical data discrepancies by implementing foundational root-cause analysis frameworks, improving overall data reliability by 15% for strategic reporting.
- Mapped current and future state operational workflows utilizing MS Visio, pinpointing inefficiencies to achieve a 30% reduction in inventory and service delivery delays.

Business Analyst | Oracle Corporation | India | Jan 2021 – Dec 2022

- Documented robust system requirements via BRD/FRD within Agile frameworks to meticulously align stakeholders and accelerate enterprise CRM/cloud migration strategies.
- Produced user documentation and delivered targeted training sessions to 30+ stakeholders, improving overall system adoption and reducing ongoing support dependency by 12%.
- Conducted rigorous gap analysis utilizing structured frameworks, identifying process bottlenecks to accelerate cloud migration readiness by 3 weeks.

EDUCATION

- **University of Texas at Arlington** | Master of Science, Engineering Management
- **PSG Tech** | Bachelor of Science, Electronics & Communication

CERTIFICATIONS

Meta Data Analytics | Microsoft Certified: Business Analyst | Google Business Intelligence | Six Sigma | Certified Scrum Master | IBM Project Manager | IBM Product Manager