

Nikesh Reddy Allugubelli | Technical Business Analyst

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SUMMARY

IT Business Analyst with **5+ years** of experience in telecom and SaaS environments, specializing in **requirements gathering, stakeholder management, Agile/Scrum methodologies, process mapping, and business process analysis**. Proficient in **JIRA, Confluence, SQL, Excel, Power BI, Tableau and Python**, with strong expertise in **OSS/BSS systems, UAT coordination, and SDLC/STLC**. Skilled at translating complex business needs into **user stories, BRDs/FRDs, and functional specifications**, while collaborating with cross-functional teams. Strong analytical, critical thinking, and problem-solving abilities with a proven track record of process improvements, data-driven decision-making, and high-quality product delivery.

SKILLS

**Business Analysis:** Requirements Gathering, BRDs/FRDs, User Stories, Use Cases, Gap Analysis, Impact Analysis, Process Mapping, Business Process Modeling, Workflow Diagrams, Stakeholder Management, UAT Coordination, Agile/Scrum Methodology, Sprint Planning, Backlog Grooming

**AI & Data Analysis:** Prompt Engineering, AI-Assisted Requirements Analysis, Data Analysis, Predictive Analytics, Process Automation, NLP, ChatGPT, Copilot

**Technical Skills:** SQL (Data Validation, Joins, Queries), Advanced Microsoft Excel (Pivot Tables, VLOOKUP, Dashboards), Power BI, Tableau, API Fundamentals, SDLC, STLC, Python

**Tools & Technologies:** JIRA, Confluence, ServiceNow, Microsoft Visio, Lucidchart, Microsoft Office Suite

**Systems & Support:** Incident Management, Problem Management, Root Cause Analysis, Application Support, SLA Management, Production Support, System Monitoring, Ticketing Systems

**Domain Knowledge:** Telecom Domain, OSS/BSS Systems, SaaS Applications, Customer Experience, Service Delivery, Process Improvement

**Soft Skills:** Communication, Critical Thinking, Analytical Thinking, Problem Solving, Stakeholder Management, Cross-functional Collaboration, Time Management, Adaptability

WORK EXPERIENCE

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| <b>IT Business Analyst   Calix   CA, USA</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Mar 2025 – Present</b>  |
| <ul style="list-style-type: none"><li>Collaborate with cross-functional stakeholders to gather and refine business requirements, translating them into clear user stories and functional specifications using <b>JIRA and Confluence</b>, improving sprint clarity and reducing rework by 20%.</li><li>Facilitate <b>Agile ceremonies</b> including sprint planning, backlog grooming, and daily stand-ups, ensuring alignment between product, engineering, and QA teams.</li><li>Analyze telecom business processes within <b>OSS/BSS systems</b>, identifying gaps and recommending workflow improvements that enhanced operational efficiency by 15%.</li><li>Performed basic data analysis using Python and SQL to identify trends, validate datasets, and support reporting automation initiatives.</li><li>Support <b>UAT coordination</b>, working closely with end users to validate system functionality and resolve defects, contributing to smoother product releases.</li><li>Utilize <b>SQL and Excel (Pivot Tables, VLOOKUP)</b> to validate data and generate insights, enabling better decision-making for product enhancements.</li></ul>                                                                                                                      |                            |
| <b>Systems / Business Analyst   Sonata Software   Bangalore, India</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>Nov 2021 – Dec 2023</b> |
| <ul style="list-style-type: none"><li>Gathered and documented <b>business and functional requirements (BRDs, FRDs, user stories)</b> for SaaS-based telecom solutions, ensuring alignment with client expectations and reducing requirement gaps by 30%.</li><li>Conducted <b>gap analysis and impact analysis</b> during system enhancements, helping stakeholders understand downstream effects and prioritize features effectively.</li><li>Performed <b>process mapping</b> and designed <b>workflow diagrams</b> using <b>Visio and Lucidchart</b> to identify <b>operational bottlenecks</b>, improve <b>process visibility</b>, and reduce onboarding time for new team members.</li><li>Collaborated with <b>development and QA</b> teams across <b>3 Agile</b> sprints to improve requirement traceability and reduce defect leakage by <b>20%</b>.</li><li>Assisted in <b>UAT planning and execution</b>, tracking defects in <b>JIRA</b> and ensuring timely resolution, leading to a 15% reduction in post-release issues.</li><li>Developed reporting dashboards using <b>Excel, Power BI, and Tableau</b> to track KPIs, analyze operational metrics, and improve visibility into business performance, helping stakeholders make data-driven decisions.</li></ul> |                            |
| <b>IT Support Analyst   Firstsource Solutions   Bangalore, India</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Jan 2020 – Oct 2021</b> |
| <ul style="list-style-type: none"><li>Managed <b>incident and problem tickets</b> using <b>ServiceNow</b>, ensuring SLA compliance and achieving a consistent resolution rate of 95% within defined timelines.</li><li>Provided <b>application and production support</b> for telecom systems, diagnosing issues and performing root cause analysis to prevent recurring incidents.</li><li>Monitored system performance and proactively identified potential failures, reducing downtime by 10%.</li><li>Collaborated with technical teams to escalate critical issues and ensure resolution within defined timelines, improving service delivery and enhancing overall end-user satisfaction levels.</li><li>Maintained detailed documentation of issues, resolutions, and workflows, supporting knowledge sharing across teams.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                     |                            |

EDUCATION

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| <b>Master of Science in Computer and Information Technology Services Administration and Management</b> |          |
| Avila University, Missouri, USA                                                                        | Aug 2025 |

PROJECTS

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| <b>Telecom Order Management System Enhancement (OSS/BSS)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |             |
| <b>Client:</b> Mid-size Telecom Provider                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 2024 – 2025 |
| <ul style="list-style-type: none"><li>Worked closely with product owners and operations teams to understand challenges in the order lifecycle, documenting user stories and improving order processing time by <b>18%</b>.</li><li>Analyzed existing OSS/BSS workflows, identified gaps in order tracking and provisioning, and suggested process improvements that reduced manual intervention by <b>15%</b>.</li><li>Coordinated UAT with business users, tracked defects in JIRA, and ensured timely fixes, helping achieve a <b>smooth release with minimal post-production issues</b>.</li></ul> |             |
| <b>Customer Support Analytics Dashboard (Power BI)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |             |
| <b>Client:</b> Telecom Support Operations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 2022 – 2023 |
| <ul style="list-style-type: none"><li>Built a Power BI dashboard to track ticket volumes, resolution times, and SLA compliance, improving visibility for leadership and reducing reporting effort by <b>30%</b>.</li><li>Used SQL and Excel to validate support data and identify recurring issues, helping reduce repeat incidents by <b>12%</b> through better root cause tracking.</li></ul>                                                                                                                                                                                                       |             |