

PAVANI CHINTHALA

IIBA® Certified Business Analyst | Gen AI Certified | Certified Agile Professional | SFPC™
CCBA & CBAP Trained | Scrum Master Trained | Product Owner Trained
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PROFESSIONAL SUMMARY

IIBA® certified Business Analyst and Gen AI professional with over 7 years of experience, holding an MBA in Business Analytics and a Master's in Computer Applications. Expert in navigating both Agile (Scrum) and Waterfall methodologies, with proven proficiency in the Agile framework and facilitating core Scrum events—including Sprint Planning, Daily Stand-ups, Backlog Refinement, and Retrospectives—to drive the SDLC. Proven expertise in serving as a strategic liaison between technical teams and stakeholders, translating complex business needs into actionable User Stories, BRDs, FRDs, and SRS. Skilled in the BABOK® Guide framework, utilizing real-time data evaluation and "Fit for Business" prototyping to optimize processes and ensure stakeholder satisfaction.

SKILLS

- **Business Analysis & Requirements:** Requirement Elicitation & Gathering (using Interviews, Questionnaires, Interface Analysis, Document Analysis, Brainstorming Sessions, Focus Group Discussions), Requirements Analysis, Requirement Prioritization (Product Backlog, MOSCOW, Business Value methods), Gap Analysis, Impact analysis, AS-IS and TO-BE Analysis, Requirements Traceability (Traceability Matrix), Scope Management (Scope Analysis, Impact Analysis, preventing scope changes), Technical Writing.
- **Deliverables & Documentation:** BRD, FRD, SRS, FSD, User Stories and Acceptance Criteria, Epics & Features, Use Case, Process Flow, Mind Maps.
- **Modeling & Design:** Wireframe & Mockups, Prototyping, UML (Use Case Diagrams), Data Flow Modelling (Context Diagram), Process Modelling (BPMN, Flow charts, Business Process Design).
- **Testing & Quality Assurance:** User Acceptance Testing (UAT Testing), Functional & Regression Testing (Quality Assurance), Verification & Validation of requirements, APIs Validation.
- **Project Management & Methodologies:** Agile (Agile-Scrum), Waterfall Methodologies, Project Management, Release Management, Change Request Management, Change Strategy, Scrum Cycle Management, Manage Sprint Cycles, Daily Standups, Sprint Planning, Story Boards, Retrospectives, Reviews and Workshops, Working closely with Sprint Team & monitoring deadlines.
- **Interpersonal & Soft Skills:** Stakeholder Management, Client Negotiation & Problem Resolution, Strong verbal/written communication and listening, Analytical and methodological problem-solving.
- **Generative AI Support:** Generative AI, Prompt Engineering.

TOOLS & TECHNICAL PROFICIENCY

- Project Management: Jira, Confluence, Azure Devops, Trello, Asana, Monday.com
- MS Suite: Microsoft Project, Microsoft Power BI, MS Excel, Word & PowerPoint,
- Database: SQL
- Wireframing, Prototyping &: Microsoft Visio, Balsamiq, Figma, Visily, draw.io,
- Process modelling: Lucidchart, Miro
- Visualization: PowerBI

PROFESSIONAL EXPERIENCE

CCS IT **Sep 2025 - Present**
Business analyst **Jacksonville, FL**

PROJECTS: Led the business analysis for a Customer Onboarding Process Optimization for Electronic Data Interchange (EDI).

- Elicited & Translate Business requirement to User Stories\BRD\FRD\SRS.
- Documented the user stories with Acceptance criteria, prototypes, Business value, Precondition, and included any development and testing notes.
- Managed Sprint Planning, Backlog Grooming, and Daily Stand-Ups in an Agile Scrum environment, ensuring proper execution through JIRA and Confluence.
- Conducted Gap Analysis\Scope Analysis\Impact Analysis on Business Process using techniques like use case diagrams (UML) \ Data Flow Modelling \ BPMN (process modelling)\Flow charts using Visio and Lucidchart.
- Conducted AS-IS and TO-BE Analysis and suggested Fit for Business Solutions by designing a Change Strategy.
- Organized & Lead Requirement Gathering (Elicitation) meetings using techniques like Interviews, Questionnaires, Interface Analysis, Document Analysis, Brainstorming Sessions, and Focus Group Discussions.
- Worked with cross functional teams during development and integration testing and to deliver end-to-end solutions.
- Assisted Scrum Master in managing iterations, determining the team's velocity for an iteration, prioritizing and refining user stories in the sprint backlog user stories accordingly.
- Delivered other requirement documents like Use Case\Process Flow\Change Requests\SRS\ Requirement Traceability Matrix\Mind Maps.
- Involved in creating wireframes and mockups for the system using Balsamiq.
- Verification\Validation of requirements done by conducting various Reviews and workshops with clients.

Trainsmart IT Services
Business Analyst

Aug 2019 - May 2023
Hyderabad, India

PROJECTS: Orchestrated the business analysis for an enterprise-level Performance Management System (PMS) designed to monitor the operational health and efficiency of cloud-hosted EDI platforms.

- Operated within both Waterfall and Agile delivery models, actively participating in sprint planning, reviews, retrospectives, and daily stand-ups.
- Worked closely with stakeholders in defining the scope, analyzing business requirements, and segregating them into high level and low-level requirements.
- Conducted JAD sessions, white-board sessions to outline business rules.
- Prioritize Requirements using MOSCOW and Business Value methods.
- Provided concept notes to UI/UX and reviewed designs and wireframes using tools like Figma to ensure design alignment with user requirements.
- Performed Requirement Gathering, Gap Analysis, Handling Change Request, go-live assistance till post implementation support, and functional testing.
- Deliverables – Functional Design Document (FDD), Business Requirements Document (BRD), UML diagrams, Use Cases, solution hand-off and Training Document.
- Owned end-to-end User Acceptance Testing (UAT) from test case collaboration with QA to issue tracking and obtaining client approvals for production release.
- Ensured client sign-offs at each critical phase, led demos for internal and external stakeholders, and provided post deployment support and issue resolution.
- Acted as the central coordinator between development, QA, design, and business teams to drive seamless delivery.
- Organized and delivered training sessions to end users, ensuring adoption and system usability.

Plasticon Technologies
Business Analyst

Jun 2016 - Aug 2019
Hyderabad, India

PROJECTS: Spearheaded the business analysis for a patient onboarding system that integrates with a third-party vendor to provide real-time discount cards for a specialty medication.

- Led detailed requirements-gathering sessions with stakeholders to define project scope, objectives, and user requirements, ensuring alignment with the client's business goals and project vision.
- Developed "As-Is" and "To-Be" process maps using Visio to identify process inefficiencies and areas for improvement, ultimately contributing to streamlined workflows.
- Created and maintained comprehensive documentation for business requirements, functional specifications, user stories, and process flows to ensure stakeholder alignment.
- Coordinated User Acceptance Testing (UAT) phases, including drafting test cases, and scenarios ensuring new systems and enhancements met specified requirements and functioned optimally.
- Collaborated with cross-functional teams to foster strong communication and facilitate smooth project implementation, improving overall project success rates.
- Supported change management efforts, including developing training materials and crafting communication plans to facilitate smooth transitions during project implementation.
- Conducted risk assessments and developed project mitigation strategies to address potential issues preemptively, ensuring project timelines and quality standards were maintained.

EDUCATION

- **MBA in Business Analytics & Healthcare Management | 2023-2025**
Indiana Institute of Technology | Indiana, USA
- **Master of Computer Applications | 2019-2022**
Osmania University | Hyderabad, India

CERTIFICATIONS

- ECBA® (Entry Certificate in Business Analysis) – IIBA® | 2025
- Lean Six Sigma White Belt Certified – Management and Strategy Institute (MSI) | 2026
- Certified Gen AI Business Analyst Professional – IIBA® Endorsed Education Provider (EEP™) | 2026
- The Complete Generative AI for Business Analysis – IIBA® Endorsed Education Provider (EEP™) | 2026
- Certified Agile Professional (Scrum Master & Product Owner) – IIBA® Endorsed Education Provider (EEP™) | 2026
- Scrum Foundation Professional Certification (SFPC™) – CertiProf | 2026
- Project Management Essentials Certified (PMEC) – Management and Strategy Institute (MSI) | 2026