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## Core competences: -

- Business Analysis Planning and Monitoring.
- Elicitation and Collaboration.
- Requirement Life cycle Management.
- Requirement Analysis and Design Definition.
- Strategy Analysis
- Solution Evaluation
- Stakeholder management
- Project management

## Technical skills

- Documentation Tools: MS Suite.|
- Prototyping & Wire frames Tools: Axure & Balsamiq
- Modeling Tools: MS Visio, Draw.io.
- Database: SQL
- Project Management tool:- JIRA
- Reporting Tools: Power BI.

## Domain knowledge: -

CRM.

## Education: -

PGDM: - Business Analyst & Marketing – 12/24

## Certificates: -

Certified IT – Business Analyst IIBA [EEP]

Data Analyst By coursera.

## Awards/achievements: -

- Intercollege champion (Cricket, Basketball, Badminton) – 2022
- Research article was published 2023
- Programmer Head at college 2019-2022
- NSS leader at university level 2018-2022

## Career object:

A detail-oriented and results-driven professional with 1.5 years of total experience, including 1 year of hands-on experience as a Business Analyst. Adept at gathering and analyzing business requirements, collaborating with cross-functional teams, and delivering data-driven solutions to improve business processes. Seeking to leverage my analytical skills, stakeholder management capabilities, and domain knowledge to contribute meaningfully to business growth and project success in a dynamic organization.

## Profile summary: -

- In-depth knowledge of SDLC in various phases (i.e. waterfall & agile)
- Proficient in **Waterfall Model**: Gathered requirements using **Elicitation Techniques** and prepared **BRD, FRD, SRS** prepared **RACI Matrix**, BCD, created **UML Diagrams** and **Prototypes** and requirements tracking through **RTM** well versed with **UAT** handling **Change Request**.
- Expert in **Agile Scrum**: Creation of **user stories** and Added **Acceptance Criteria, BV & CP, Sprint & Product Backlogs** conducted various **Sprint Meetings; Sprint & Product Burndown charts** ensured **DOR** and **DOD** checklist.
- Identify opportunities to expand business relationships with clients, contribute to sales strategies, and support efforts to increase revenue.
- Understand client requirements, provide tailored solutions, and create accurate quotations based on their needs.

## Work experience

**Company name:** - Hettich India Pvt Ltd

|July 24 - Present|

Designation: Sales Trainee

**Project 1:** - Activity Insight Module |Agile|

**Project description:** - Hettich AIM is a powerful Sales Force Automation app designed to help sales professionals streamline their processes, day to Day activities, close deals faster, and build stronger customer relationships

**Role:** -Business Analyst

## Responsibilities

1. Interacted with the stakeholders and gathered requirements by using various **elicitation techniques**.
2. Created user stories with appropriate acceptance criteria with the assistance of the Product Owner. Added **user stories** into **product backlog** using the **JIRA** tool.
3. Prioritized and validated the requirements using **Moscow** and **FURPS** technique, added **user stories** to **sprint backlog** based on prioritization order.
4. Collaborated with Product Owner and Scrum Master for **BV** and **CP**. and assisted the Product Owner for the creation of **DOR** and **DOD** checklist.
5. Participated in **sprint ceremonies** to remove **road blocks** in the project.
6. Generated **Sprint, Product Burn down/Burn up charts** to track the project progress.
7. Participated in product planning and **UAT** to successfully deliver each sprint component.
8. Collaborated with stakeholders on the Hettich AIM Sales Automation project to gather business requirements and convert them into detailed user stories.
9. Assisted the Sr. Product Owner in maintaining and prioritizing the Product Backlog; actively participated in Sprint Planning, Reviews, and Retrospectives.
10. Acted as a liaison between the business team and development team to ensure accurate understanding and successful implementation of sprint deliverables.

## Soft skills: -

- Stakeholder Relationship Management
- Cross-functional Team Collaboration
- Time Management & Task Prioritization
- Adaptability & Positive attitude

## Language: -

English  
Telugu

11. Identified and engaged with potential B2B clients.
12. Understood client problems and proposed suitable product solutions.
13. Gathered requirements and coordinated with internal teams to deliver solutions.
14. Supported deal closure and ensured client satisfaction.
15. Maintained strong client relationships for long-term collaboration.
16. Tools: - Excel and TMS

**Company Name:** Foundit.ai

[Feb 24 – June24]

**Designation:** Lead Management

**Project name:** - Enhancement of CRM | waterfall|

### **Project description: -**

The project aimed to enhance the existing CRM tool by systematically integrating post-purchase support features such as automated customer onboarding, ticket management, live chat functionality, a self-service client portal, and feedback collection, to streamline the customer support process and improve user satisfaction

**Role:** -Business analyst

### **Responsibilities: -**

1. Conducted **Enterprise Analysis** and under the assistance of a senior BA in creating a Business Case Document, conducted **Stakeholder Analysis**, and prepared **RACI Matrix**.
2. Gathered requirements from business heads using **Elicitation Techniques** and created a Business **Requirements Document (BRD)**.
3. Translated **BRD** into **Functional Requirements Document (FRD)**, Collaborated with the technical team, and prepared **SRS Document**.
4. Created **UML diagrams** and **wireframes** to visually represent requirements using **MS Visio, Balsamiq, and Axure**.
5. Created and maintained **RTM** throughout the project.
6. Assisted in Testing Team by preparing **Test Case Scenarios** and ensured the **UAT** was successful.
7. Gathered and documented client relationship management (CRM) requirements in BRD/FRD formats by conducting stakeholder interviews and requirement analysis sessions.
8. Developed process flow diagrams, customer journey maps, and use case models using Microsoft Visio to visualize functionalities.
9. Collaborated with development and QA teams to ensure accurate implementation of CRM features and supported User Acceptance Testing (UAT) with business users under the leadership of Senior BA
10. Identified and verified prospective B2B clients through research and outreach.
11. Engaged with clients to understand their problems and business needs.
12. Explained IT products and services, highlighting key features and benefits.
13. Scheduled demos, gathered client interest levels, and coordinated follow-ups.
14. Collaborated with internal teams to ensure smooth handover and next steps.
15. Tools: - Excel, MS Access, Sales Force, LinkedIn, Lush, Easy Leads, Google