

Archana Radhamony

Profile

After over 12 years of professional experience working in 3 different countries - the UK, the US and India (offshore), with business domain expertise in Banking, Finance, and Healthcare, I have returned for higher education doing MSc in Big Data Analytics so that I could refresh my technical skills to match with the current industrial demands. I am a successful IT and business professional having hands on experience as Business Analyst, Product Owner, Project Manager, Data Analyst, Test Lead, Scrum Master and Mainframe Developer. I am passionate about executing complex projects, always willing to go above and beyond my assigned role to inspire the team to success, delivering the project goals successfully and within timescales and budget.

Education

Sheffield Hallam University, Sheffield, UK

Sep 2020 - Jun 2022

Master of Science (Full time)

Specialization – Big Data Analytics

Skills being developed: Advanced Analytics and Data Mining techniques.

Programming languages/tools: SAS, Python, R, Hadoop, Tableau

Projects worked:

1. Implemented a music recommendation system using Spotify music data, using Python and associated libraries - Pandas, Numpy, matplotlib, scikit-learn.

University of Connecticut, Hartford, CT, USA

Aug 2014 - Dec 2015

Master of Business Administration (Full time)

Specialization – OPIM, Management

University College of Engineering, Trivandrum, India

Sep 2001 - May 2005

Bachelor of Technology in Computer Science and Engineering

Experience

- **Business Analyst.** For the different projects I worked as a BA, I have engaged in inception and shaping of projects; conducted brainstorming sessions to shape the project(s); performed risk, impact and feasibility assessments; led requirements gathering (story creating and grooming in agile language); helped project manager to budget and forecast the project; provided support to IT resources in the project and; provided testing and user acceptance testing support for the project.
- **Data Analyst.** I worked in data warehousing systems for Kronos Work Force databases, healthcare, and banking domains; creating, updating, and executing SQL queries as needed for different reports and to troubleshoot issues related to system bugs or customer complaints. I am also proficient in data modelling and data manipulation of complex large data in SQL server database and MS Excel.
- **Product Owner.** In this role, I was engaged from the beginning of the project as the business stakeholder and business SME. I was responsible to prioritise the requirements as per the business appetite, feasibility analysis, budget, cost, risk, and other impacts. I was successful in terms of making an informed decision at critical times and thereby led projects in right direction.

- **IT System Analyst/Process Architect.** For the projects I worked, I was responsible for the functional documentations, process architecture updates/generation (in Visio and ARIS), SIT UAT support, project implementation support and production checkout.
- **Scrum Master.** As a scrum master, I led 2 project teams in parallel for a healthcare client. My responsibilities were to conduct daily stand up meetings, coach the team with agile methodologies, monitor the health of the projects, and report the status, risk and issues to the program executives.
- **Test Lead.** Led a team for automation testing in a healthcare domain. I also worked as SIT and UAT lead in different projects within the healthcare client.
- **Mainframe Programmer/Tech Lead.** As a mainframe technical expert, I worked on projects like Obama care, health exchanges, etc: from onsite USA and from India offshore. With my domain knowledge and technical skills; I was a key in bringing the project forward to delivery; when there were roadblocks.

Skill Summary

Business Domains: Banking, Finance, Healthcare, Social Entrepreneurship

Applications/Programming Languages: SQL, Appian, COBOL, JCL, VB.NET, C, C++, Python, SAS, R, Hadoop, Tableau

Tools: Jira, Confluence, Rally, ARIS, Visio, Microsoft - Excel, Access, PowerPoint, Visual Basic, MS SQL Server, Mainframe

Work History

Connected Data Solutions

Nov 2020 till date

Data Integration Consultant

- Developed and implemented custom reporting and interfacing solutions using SQL queries and Microsoft reporting tools like BIDS.
- Developed and implemented applications in VB.net.

Yorkshire Building Society via UST Global

Oct 2019 to Aug 2020

Senior Business Analyst

- Led sessions for feasibility study, gap analysis and for identifying dependencies.
- Analysed complex data to come up with business insights and strategic solutions.
- Led the requirements gathering, story drafting, writing acceptance criteria and Story Grooming for these projects in Agile platform.
- Worked in prioritizing the stories as per business priorities and as per technical constraints.
- Worked as a key partner for the projects, closing the gap between business and technical team for the project.

Health Partners Plan Via UST Global

Mar 2019 to Oct 2019

Scrum Master

- As a scrum master, led 4 scrum teams which includes onsite, offshore and client team.
- Led the daily scrum call and built the rapport with the team and built trust within the team and helped them to feel comfortable speaking up, in the scrum call and made sure that each team member be accountable for the stories assigned to them.

- Monitored the progress of each sprint, coached the team to align to agile methodology, and led the demo sessions from each sprint.
- Coordinated the sprint planning sessions and the demo sessions.
- Performed the sprint retrospective session after each sprint for each team.
- Successful in bringing together oneness in the team that includes onsite, offshore and client team members.

Anthem. Inc via UST Global

Aug 2018 to Mar 2019

Test Lead

- As a test lead, managed resources to support functions for Anthem EBA application for medical plans maintained in SPIDER.
- Worked with onsite coordinators and client to resolve technical and business problems faced by the resources in my team.
- As an SME, provided insights and solutions for challenges faced during the peak time.
- Put in efforts to keep the resources motivated during challenging phases and made sure that team delivered results with quality.
- Handled resource allocation, project estimation and other project management activities.
- Handled testing along with team members during times of crisis, which included validations of Benefit data, to make sure that the expected results are obtained during testing.

Wells Fargo

Feb 2018 to June 2018

Location: Charlotte, NC, USA

Business System Consultant

- Worked as a business SME, supporting the wholesale business customers within Wells Fargo.
- Supported customer service team by assisting them by troubleshooting individual customer complaints and issues; and identified the problems and suggested solutions.
- Supported the Wholesale business unit, by analysing the data and business rules within the system.
- Developed and executed SQL queries as needed for data analysis.
- Worked with technical team and end user to trouble shoot issues and came up with solutions.
- Worked in a production support environment as a business analyst.

Bank of America

June 2016 to Oct 2017

Location: Charlotte, NC, USA

Process Architect

- Worked as a Process Architect for BPM Projects – Instrumentation Alert Monitoring and Global Business Continuity and Recovery.
- Worked as Scrum Master for a project – Assisted Client Transactions.
- Performed agile ceremonies like daily scrum call, sprint retrospective and demo sessions.
- Led the requirements gathering, story drafting, writing acceptance criteria and Story Grooming for projects which are in Agile platform.
- Worked as a key partner for the projects, closing the gap between business and technical team for the project.
- Created process models using ARIS.
- Handled the project management and business and functional specific documentations in Excel documentation.
- Worked as an analyst for reporting related requirements to reporting tools like micro strategy.
- Handled project requirements related to downstream applications including service integration, for web related projects.
- Learned Business Case management programming tools– Appian, Pega and Pega Robotics.
- Achieved 3 Silver Recognition awards during the rotation.

Anthem. Inc via UST Global

April 2006 to July 2014

System Analyst/Business Analyst – Consumer portal

Nov 2012 to July 2014

Locations: Richmond, VA, USA; Wallingford, CT, USA

- For all projects assigned, as the single point of contact, worked with business owners to understand the business ask/need, documented, and made sure that the requirements are complete in business perspective. Worked on high profile projects like New York Portal Migration and Hispanic Growth Initiative.
- Led feasibility studies for requirements; addressed challenges with SMEs from different impacted systems; negotiated requirements changes with business teams.
- Helped project management teams identify and connect with critical SMEs for all impacted systems; helped develop more accurate estimates.
- Helped developers for each impacted system understand the true scope of the project with respect to the system they are supporting; helped to ensure downstream system alignment.
- Worked in Agile fast paced environment and worked in tool IBM requisite pro.
- Developed technical requirements. The application development team refer this document to do the coding and to create their estimates.
- Helped multiple testing teams by explaining requirements and test scope; worked as their point of contact ensuring the quality of the deliverables.
- Handled the project management and business and functional specific documentations in Excel documentation.
- Worked as an analyst for reporting related requirements to reporting tools like micro strategy.
- Handled project requirements related to downstream applications including service integration, for web related projects.
- Supported the production release and testing teams; identified issues to resolve during the release. Addressed all defects helping to determine the severity and next steps.
- Trained T COE (Test – Centre of Excellence) team for Health and Wellness test data gathering.

Senior Software Engineer/System Analyst – WellPoint Group System

Nov 2008 – Oct 2012

Location: Woodland Hills, CA, USA

Software Engineer – WellPoint Pharmacy and WellPoint Group System

April 2006 – Oct 2008

Location: India

Community Services/Associations

Pathways/Senderos: an organization which supports teenagers from low income families in New Britain, CT, USA by providing support to continue education and advising them in such a way not to fall into the negative side of life such as teen pregnancy. (August 2013 to Aug 2014)

- Mentored those high school students who are part of the program during after school hours
- Helped the students with homework, helped understand math and science concepts, in such a way that they could think, understand, and work independently.

Proverbs 226: an organization that supports the teenagers of low-income families and families in which one of the parents in prison, to get certifications in Technology and to encourage them to get enrolled in college. (August 2016 to June 2018)

- Worked as a mentor to those students enrolled in the program