



AKHIL MAMINDLAPALLI

QUALITY ANALYST

PROFILE

Highly experienced Quality/Business Analyst in IT and Supply Chain with over 3 years of expertise in business process design, improvement, and Sterling Order Management System (OMS) implementations. Adept at cross-functionally translating complex requirements into functional and technical specifications. Skilled in process reengineering, requirement management, and UAT coordination. Strong background in Agile methodologies and a customer-centric approach with a proven ability to manage client expectations and deliver value-driven solutions.

KEY SKILLS

- **Business Analysis:** Expertise in gathering requirements, conducting gap analysis, and developing functional specifications.
- **Project Management:** Skilled in managing projects from initiation to completion, ensuring timely delivery and alignment with business objectives.
- **Stakeholder Management:** Excellent communication and interpersonal skills, with the ability to work with stakeholders at all levels of the organization.
- **Business Process Mapping:** Expertise in creating detailed process maps, user stories, and functional specifications to guide development teams.
- **Data Analysis:** Competent in analyzing data to provide actionable insights that drive business decisions and process improvements.
- **Technical Proficiency:** Experience with OMS (Order Management System), ERP, WMS (Warehouse Management Systems),

PROFESSIONAL EXPERIENCE

Bloomington Group

36 Months -- NOV 2021 to OCT 2024

Business Analyst - OMS

- Developed detailed functional specifications, use cases, and user stories to guide development and ensure accurate implementation.
- Performed manual and automated testing on IBM Sterling OMS and SCIS applications to ensure smooth order management and fulfillment processes.
- Created detailed test plans, test cases, and test scripts based on business requirements and functional specifications.
- Conducted functional, regression, and system integration testing on OMS modules such as order creation, inventory management, and order fulfillment.
- Collaborated closely with development, product management, and business analysts to identify and resolve defects on time.
- Tracked and reported bugs using tools like JIRA, and worked with the development team to reproduce and troubleshoot issues.
- Performed API testing to validate data flows between various systems in the supply chain ecosystem.
- Assisted in the deployment and validation of new features or bug fixes in production and pre-production environments.
- Collaborated with business analysts to understand functional requirements and ensure complete test coverage.
- Assisted with the UAT Team by preparing testing environments, coordinating with stakeholders, and providing support to end-users during the testing process.

Sri Venkateswara Eicher Tractors

6 Months -- FEB 2021 to JUL 2021

Sales Intern

- **Title:** Understanding the Factors Influencing Tractor Buying Decision of Farmers.
- Studied how consumer behavior and satisfaction impact Eicher Tractors' sales, conducting factor analysis using IBM SPSS.
- Key factors influencing buying decisions include price, availability of spare parts, maintenance cost, recommendations, and mileage.

CONTACT

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EDUCATION

2020 - 2022

ICFAI BUSINESS SCHOOL

- Post Graduate Program in Management

2016 - 2019

ICFAI BUSINESS SCHOOL

- Bachelor of Business Administration

TECHNICAL SKILLS

- Programming Languages: Xml, Python
- SQL & Data Analysis Tools
- Agile & Scrum Tools (JIRA, Confluence)
- Testing Tools: Selenium, Postman
- MS Office Suite: Excel & Power Point
- DBMS: SQL, Graph QL Reporting
- Tool: Cognos and Power BI

KEY COMPETENCIES

- Business Process Design & Improvement
- Requirement Gathering & Analysis
- Cross-functional Collaboration
- Agile & SCRUM Methodologies
- UAT Management & Sign-off
- Documentation & Process Mapping
- User Training & Support