# TEJASHWINI M

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**Business Systems Analyst | Business Analyst**

## Professional Summary

Business Systems Analyst with 4+ years of experience in requirements analysis, business process improvement, SQL, REST APIs, and UAT. Skilled in developing BRDs, FRDs, user stories, and functional specifications while collaborating with cross-functional teams to deliver effective business solutions in Agile environments.

## Technical Skills

**Business Analysis & Requirements:** Requirements Elicitation, Requirements Gathering, Business Requirements, Functional Requirements, BRD, FRD, User Stories, Acceptance Criteria, Use Cases, Business Rules, Functional Specifications, Requirements Traceability Matrix (RTM)

**Business Process & Systems Analysis:** AS-IS/TO-BE Analysis, Business Process Mapping, Workflow Analysis, Gap Analysis, Impact Analysis, Root Cause Analysis, Process Improvement, Application Analysis, Data Flow Analysis, System Dependencies, System Integration

**Data Analysis & Reporting:** SQL, Advanced Excel, Power BI, Tableau, DAX, Power Query, SQL Server, SSRS, KPI Reporting, Dashboard Development, Data Validation, Data Reconciliation, Trend Analysis, Ad Hoc Analysis

**API & Data Integration:** REST APIs, Postman, API Testing, API Validation, Swagger, Data Mapping, Interface Analysis, Data Integration, ETL/ELT

**Agile, SDLC & Testing:** Agile, Scrum, Sprint Planning, Backlog Refinement, Requirements Prioritization, Jira, Confluence, Azure DevOps, UAT, Functional Testing, System Testing, Regression Testing, Test Scenarios, Test Cases, Defect Tracking, Change Management

**Knowledge & Process Documentation:** SOPs, Process Documentation, Knowledge Articles, Knowledge Repositories, Documentation Standards, Content Classification, Metadata Management, Content Review, Version Control, Knowledge Gap Analysis

**Technical Tools & Databases:** Python, Pandas, NumPy, PostgreSQL, MySQL, Oracle DB, SSIS, Azure Data Factory, Azure Synapse Analytics, Power Automate, Microsoft Copilot, Jama Connect, Lucidchart, Miro, Git, GitHub

**Domain Expertise**: Healthcare Operations, Claims Systems, Provider Data, Member Data, Enterprise Applications, Compliance Reporting, Service Operations

**Professional Skills:** Stakeholder Communication, Cross-Functional Collaboration, Business-IT Liaison, Analytical Thinking, Problem Solving

## Professional Experience

### Knowledge Management Analyst — 04/2026 – Present

**Abbott Laboratories, United States**

- Analyze enterprise knowledge repositories, SOPs, and operational documentation, reviewing **120+ knowledge assets** to identify outdated information, duplicate content, and process gaps across business and technology teams.
- Gather requirements from subject matter experts and process owners to structure business information through standardized taxonomies, metadata, naming conventions, and content ownership guidelines.
- Develop and maintain SOPs, knowledge articles, FAQs, and process guides, coordinating reviews with content owners to improve documentation accuracy and consistency.
- Review recurring user questions and content gaps to identify opportunities to improve information accessibility and employee self-service, targeting **15% faster information retrieval** if validated.
- Support repository consolidation by reviewing legacy documentation, mapping content to standardized structures, and identifying duplicate or obsolete materials across **3 knowledge repositories**.
- Track content freshness, review compliance, and outstanding documentation gaps through governance reports, helping stakeholders prioritize overdue reviews and maintain current business information.
- Collaborate with business, IT, training, and change-management teams to align process documentation with operational requirements and improve access to reliable guidance.

### Business Systems Analyst — 08/2025 – 03/2026

**DICEUS, Austin, TX**

- Elicited requirements through stakeholder interviews and process workshops, translating business needs into functional specifications, user stories, use cases, and acceptance criteria for application enhancements.
- Documented BRDs, FRDs, business rules, and process flows while comparing AS-IS and TO-BE workflows to identify gaps and dependencies across **4 key business workflows**.
- Analyzed REST API interfaces, application data flows, and integration requirements, documenting field-level mappings and validation rules for **3 system interfaces**.
- Used SQL and Excel to validate application data, reconcile reporting discrepancies, and investigate business-rule exceptions, supporting the reliability of business data used for validation.
- Coordinated with developers, QA engineers, product teams, and business stakeholders across **8 Agile sprints**, clarifying requirements and resolving functional questions during implementation.
- Prepared UAT scenarios and test cases, partnered with QA and business users to validate functionality, and supported defect resolution before release.

**Business Analyst** **07/2021 – 08/2023**

**Mphasis, Hyderabad, India**

- Gathered business requirements through stakeholder interviews, workshops, and existing-system reviews, translating operational needs into functional requirements for development and testing teams.
- Created BRDs, FRDs, user stories, acceptance criteria, business rules, and process flows supporting **5+ application enhancements** across business and technical teams.
- Mapped AS-IS and TO-BE workflows and conducted gap and impact analysis to identify process inefficiencies and recommend practical improvements.
- Queried and validated business data using SQL and Excel, reconciling discrepancies across **10+ reporting datasets** to support data accuracy and business-process validation.
- Defined reporting requirements, KPIs, data elements, and validation criteria, coordinating with stakeholders to clarify reporting needs and downstream system dependencies.
- Participated in Agile ceremonies, including sprint planning, backlog refinement, and sprint reviews, helping maintain clear requirements and delivery priorities.
- Supported UAT by reviewing test scenarios, validating acceptance criteria, and tracking defects, contributing to a targeted **20% reduction in recurring defects** if verified against project results.
- Investigated application and production issues by reviewing requirements, workflows, and data conditions, maintaining traceability in Jira and Confluence and evaluating enhancement requests.

## Education

**Master's, Information Systems Technology** **08/2023 – 05/2025**

University of North Texas, Denton, Texas

**Bachelor of Technology, Electronics and Communication Engineering** **08/2017 – 06/2021**

Malla Reddy Institute of Technology and Science, Hyderabad, India