

ANUPAMA GOLLAPUDI
Senior Business Analyst | Atlassian Specialist | Scrum Master
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PROFESSIONAL SUMMARY

Experienced Business Analyst and Atlassian Expert with over 10 years of success in optimizing enterprise workflows and data-driven processes. Proven track record in standardizing project estimation, streamlining User Story development, and managing complex technical documentation to bridge the gap between business needs and technical solutions. Expert in navigating complex data ecosystems and Agile methodologies to drive efficiency in large-scale organizations.

CORE SKILLS

- **Business Analysis:** Requirement Gathering, User Story Mapping, and Business Process Modeling.
- **Data & Documentation:** SQL (JQL), Technical Playbooks, and Specification Documentation.
- **Process Optimization:** Project Estimation, Workflow Automation, and SLA Management.
- **Technical Integration:** REST API, Webhooks, and Cloud-based Data Environments.
- **Agile Leadership:** Scrum, Kanban, SAFe Framework, and Sprint Management.
- **Stakeholder Management:** Conflict Resolution and Cross-functional Leadership.

PROFESSIONAL EXPERIENCE

Consultant Business Analyst (Atlassian Specialist) | Softcom Solutions | Jan 2024 – Present

- Standardized project estimation processes and User Story templates to improve efficiency and meet delivery SLAs.
- Collaborated with stakeholders to translate business needs into automated workflow and data migration solutions.
- Developed comprehensive documentation, including best practices and technical specifications for tool integrations.
- Utilized JQL and advanced reporting to provide real-time insights into project progress and performance metrics.

Business Analyst / Atlassian Administrator | Nikola Motor Company | April 2021 – Dec 2023

- Led large-scale Jira Server to Cloud migration, ensuring 100% data integrity and minimal downtime.
- Authored detailed User Stories for cross-functional teams, focusing on data needs and project requirements.
- Optimized Service Management automation rules, reducing response times by 30%.
- Managed third-party plugin integrations to enhance reporting and resource management capabilities.

Business Analyst (Project Delivery Specialist) | Deloitte Consulting LLP | Jan 2019 – Sept 2020

- Analyzed business requirements to design customized workflows and data schemes aligned with security policies.
- Integrated Jira, Bitbucket, and Confluence to enable a unified workflow for global teams.
- Mentored junior administrators on best practices for requirement gathering and technical documentation.

Scrum Master / Business Analyst | Synacor Inc. | May 2015 – Dec 2018

- Led three Scrum teams, improving delivery timelines by 20% through continuous process improvement.
- Introduced scaled Agile practices (SAFe) for better synchronization of work across multiple teams.

EDUCATION

- **Master of Science in Computer Science**, University of Southern Mississippi
- **Bachelor of Technology in Information Technology**, Andhra University

CERTIFICATIONS

- **Certified Scrum Master (CSM)**, Scrum Alliance