

Siva Vaibhav Mudduluru

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PROFESSIONAL SUMMARY:

- 10+ years of experience in the Software Development Life Cycle (**SDLC**), encompassing Requirement Gathering, Analysis, Development, Testing, and Implementation, utilizing methodologies such as **Agile, SCRUM, Waterfall, and Test-Driven Development (TDD)**.
- **Proficient in managing and optimizing ITBM tools** (ServiceNow, Flexera, BMC Helix), ensuring seamless functionality and integration with financial systems for accurate **Technology Business Management (TBM)** reporting.
- **Expert in Excel 2016**, utilizing advanced formulas, pivot tables, and macros to **analyze financial data** and ensure transparency and accuracy.
- **Extensive experience in HTML5** for designing and deploying customized reports and dashboards, enhancing real-time visibility into **financial performance and IT cost management**.
- Skilled in **data validation** and loading across financial systems, ensuring operational data accuracy for effective decision-making in **TBM models**.
- **In-depth knowledge of financial analysis**, leveraging **Cloud Health by VMware** and **Flexera** for IT cost optimization and analyzing cloud spending across departments and business units.
- Led the development of **custom reports in ServiceNow ITBM**, simplifying tracking IT expenses and aligning them with business goals.
- Experienced in **triaging ITBM tool incidents**, quickly resolving issues to ensure uninterrupted reporting, especially during high-traffic seasons.
- Collaborated with stakeholders to align **BMC Helix** functionalities with strategic objectives, enhancing financial management and IT operations.
- Conducted testing and validation of **Cloud Health** and **Flexera** tools, ensuring smooth transitions and expanded functionalities.
- **Monitored data quality** across various platforms, ensuring accurate reporting by identifying and resolving discrepancies in financial data.
- Provided ongoing upgrade support for **BMC Helix** and **Cloud Health**, aligning tools with evolving business needs while minimizing disruption.
- Developed **financial models in Excel** to evaluate costs across cloud platforms, offering actionable insights for cost-saving measures.
- Utilized **Excel** for integrating **Cloud Health** and **Flexera** data to create comprehensive **financial analysis reports** supporting executive decision-making.
- **Created user-friendly HTML5 templates** within **ITBM tools** to improve stakeholder accessibility to **financial insights**.
- Conducted **anomaly detection** in IT costs using **Excel**, **identifying** and addressing unexpected expenditures.
- Improved **data quality** through enhanced **validation processes** across cloud cost management platforms.
- Designed and deployed **custom dashboards in Cloud Health**, improving transparency and optimizing cloud resources and costs.
- Developed and maintained dashboards for real-time monitoring and optimization of cloud infrastructure costs using **Cloud Health** and **Cloud ability (Apptio)** reporting tools
- Analyzed **Conversational AI** data to enhance customer service, optimizing resource allocation and reducing operational costs in retail applications.
- Integrated **financial forecasting tools** with **Cloud Health** and **Flexera**, streamlining planning and cost optimization.
- **Provided actionable insights** into customer behavior from **Conversational AI** to enhance self-service capabilities in applications.

- Supported **system upgrades for BMC Helix**, ensuring smooth integration of enhancements and maintaining production stability.
- Collaborated with **analysts to align cloud cost management tools** with business-specific cost allocation models, improving reporting accuracy.
- **Deployed HTML5-based reports** to deliver real-time financial performance insights to leadership.
- Enhanced reporting by **customizing templates** within **Cloud Health** for better tracking of IT investments and their impact on cloud-based operations.
- **Created workflows integrating Conversational AI** with financial data to assess customer service impacts on IT spending.
- **Monitored environments** for data consistency, ensuring accurate representation of cloud costs in reports.
- Developed and optimized processes for **data validation in cloud management tools**, reducing reporting errors and improving decision-making.
- Collaborated with cross-functional teams to tailor **cloud cost management solutions** for unique business challenges, such as seasonal demand fluctuations.
- Improved reporting functionalities by integrating multiple data sources into unified reports, offering a comprehensive view of IT and cloud costs.

TECHNICAL SKILLS:

Technology Business Management (TBM) Tools: Apptio Financial Management, Apptio Reporting and Analytics

Data Analytics & Reporting: Advanced Excel 2016, SQL, Power BI, Tableau, Financial Data Analysis, Data Integration, Reporting Design & Deployment

Web Technologies: HTML5, CSS3, JavaScript, jQuery, Ajax, Responsive Web Design, Custom Reporting Templates

Cloud Platforms & Infrastructure: Azure, AWS, Google Cloud Platform (GCP)

Programming Languages: Java 17+, Core Java, Python, JSP/Servlets, Spring Boot, Struts

Database Management: PostgreSQL, Oracle, SQL Server, MongoDB, Cassandra, Spring Data Cassandra

Messaging & Integration: JMS, Kafka, ActiveMQ, IBM MQ, RESTful Web Services, SOAP Web Services, JAX-WS

CI/CD & Automation: Jenkins, Git, SVN, GitHub Actions, Azure DevOps, Terraform, Maven, ANT

Containerization & Orchestration: Docker, Kubernetes, Helm, Rancher

Testing & Automation: JUnit, Mockito, Selenium, Power Mockito, JUnit 5, TestNG

Monitoring & Logging: Prometheus, Grafana, Log4j, Log Insight, Splunk

Financial & Business Tools: UML, JIRA, Trello, Confluence

Data Processing & Analytics: Spark, HiveQL, PySpark, ETL, Data Warehousing

Version Control: Git, SVN, GitHub

PROFESSIONAL EXPERIENCE

Cardinal Health- Dublin, OH

Mar 2021 – Present

Role: Technology Business Management (TBM) Analyst

- Administered **ServiceNow ITBM** to manage project portfolios, track resource utilization, and ensure cost transparency for the Inventory Management System, enabling better financial and operational decision-making.
- Utilized **Cloud ability (Apptio)** to perform cloud cost management and FinOps enablement, integrating usage analytics and budget tracking to optimize technology investments within the Inventory Management System project.
- Enhanced cost transparency by developing custom financial reports and dashboards in **Cloud ability (Apptio)**, enabling better decision-making for cloud expenditures.
- Utilized **Cloud Health** for multi-cloud management, optimizing resource utilization and ensuring compliance across cloud platforms supporting the Inventory Management System.

- Automated financial reporting and resource allocation in **ServiceNow ITBM**, delivering real-time dashboards that improved visibility into project costs and resource distribution.
- Designed and deployed custom cost transparency reports, enabling stakeholders to analyze technology expenses and align investments with business objectives.
- Enhanced resource planning and utilization tracking, identifying opportunities to optimize team productivity and reduce project costs.
- Collaborated with the finance team to implement financial modeling techniques in **Excel**, integrated with **ServiceNow ITBM**, improving budgeting and forecasting accuracy for technology projects.
- Conducted root cause analysis of data anomalies in **Cloud Health**, ensuring accurate cost reporting and refining financial strategies for cloud services.
- Created custom chargeback and show back models, improving financial transparency and aligning technology expenses with service portfolios.
- Developed and deployed resource optimization workflows, ensuring efficient management of technology assets for the Inventory Management System.
- Streamlined integration of **Cloud Health** with legacy financial systems, automating updates and ensuring real-time accuracy of cost allocation models.
- Performed continuous monitoring of IT costs and resource allocation in **Cloud Health**, providing actionable insights to reduce waste and enhance **ROI for cloud services**.
- Configured and maintained financial reporting templates in **HTML5**, ensuring easy visualization of project costs and performance metrics for stakeholders.
- Worked on improving IT asset management processes, leveraging **Flexera** and **ServiceNow ITBM** to track and optimize inventory system resources.
- Conducted data validation and reconciliation across **Flexera** and **ServiceNow ITBM**, ensuring alignment between financial and operational reporting for the Inventory Management System.
- Delivered cloud usage analytics through **Cloud Health** to support cost modeling, benchmarking, and budgeting for cloud services in the Inventory Management System.
- Provided upgrade support and testing for new **ServiceNow ITBM** features, ensuring compatibility with Cardinal Health's requirements for the Inventory Management System.
- Designed detailed Excel pivot tables and VLOOKUP-based models to support decision-making processes for the technology investments in the Inventory Management System.
- Triaged incidents and requests, ensuring timely resolution and minimal disruption to ongoing projects.
- Ensured compliance with financial standards and policies by integrating **Cloud Health** for multi-cloud cost management, security, and compliance reporting.
- Automated financial workflows in **ServiceNow ITBM**, reducing manual intervention and increasing efficiency in cost reporting for the Inventory Management System.
- Conducted comprehensive cost-benefit analyses using data from **ServiceNow ITBM**, presenting actionable recommendations to senior leadership.
- Played a critical role in integrating **BMC Helix** for IT operations and cost tracking, ensuring smooth operation and financial management across IT assets.
- Delivered training sessions for stakeholders on using **ServiceNow ITBM** for financial transparency and resource management.
- Monitored and optimized configurations to support Cardinal Health's Inventory Management System, ensuring alignment with evolving business needs.
- Maintained and enhanced project portfolio management tools, ensuring accurate tracking of project milestones, costs, and deliverables.
- Integrated **Nicus** for **IT financial planning** and service costing, enhancing the accuracy and transparency of financial operations for technology projects.
- Supported the deployment of multi-cloud services, leveraging **Cloud Health** and **Cloud ability** tools to ensure cost-effective resource utilization and operational efficiency.

- Optimized IT operations by leveraging **BMC Helix** for resource optimization and tracking, reducing operational overhead for cloud-based services.
- Enhanced **IT financial management by conducting cost modeling** and benchmarking using **Clear Cost** for better visibility and planning.

Environment: ServiceNow ITBM, Cloud ability (Apptio), Cloud Health, Flexera, Excel (Power Query, Pivot Tables, VLOOKUP), HTML5, TBM Framework, SQL Server 2019, Windows Server 2019, Linux (Ubuntu 20.04), APIs for data integration, Jenkins, JIRA, Automation tools.

Client: Bank of America- Charlotte, NC

Aug 2019 – Mar 2021

Role: Financial Systems Analyst

- Integrated **ServiceNow ITBM** for project portfolio management, ensuring alignment of IT initiatives with banking priorities and streamlining workflows.
- Designed **cost transparency dashboards** in **ServiceNow ITBM**, providing real-time insights into IT project budgets and enhancing decision-making for resource allocation.
- Implemented **resource management capabilities** within **ServiceNow ITBM** to optimize workforce allocation across critical banking projects, leading to increased operational efficiency.
- Automated **IT service management processes** using **ServiceNow ITBM**, improving efficiency in tracking project milestones, deliverables, and reducing manual errors by 30%.
- Configured **BMC Helix** for tracking IT service costs, ensuring precise chargeback for banking infrastructure usage and providing cost clarity across departments.
- Streamlined **resource optimization** processes in **BMC Helix**, enabling better allocation of IT assets across banking operations, reducing over-provisioning by 20%.
- Monitored IT operations using **BMC Helix** dashboards, ensuring system reliability and proactive issue resolution in banking systems, resulting in a 15% improvement in uptime.
- Leveraged **Nicus** for **IT financial planning**, creating detailed budgets and forecasting models for banking projects, leading to a more accurate financial outlook and reducing forecast variance.
- Developed **service costing models** in **Nicus**, enhancing cost transparency and supporting informed decision-making, enabling a 10% reduction in unplanned expenditures.
- Conducted **cost allocation analysis** using **Magic Orange**, ensuring accurate chargeback and show back reporting for banking services, improving cost accountability within teams.
- Utilized **Clear Cost** for **benchmarking IT spending**, providing insights to optimize the bank's technology investments and ensuring industry-standard cost-efficiency.
- Automated **financial reporting using Excel (v2019)**, integrating **ServiceNow ITBM** and **BMC Helix** data to create dynamic dashboards for IT cost tracking and presenting a unified view of IT spend.
- Conducted **anomaly detection** in **financial data** using **Excel pivot tables**, improving accuracy in IT cost allocation for banking projects, with a 25% decrease in data discrepancies.
- Designed **HTML5-based interactive dashboards** for financial and operational reporting, enhancing stakeholder access to key metrics and improving transparency by 40%.
- Configured **Conversational AI tools** for mobile banking, improving customer interactions, resolving 30% more queries, and enhancing customer experience.
- Monitored **AI chatbot performance**, ensuring reliability and compliance with financial regulations during high-traffic operations, resulting in improved operational compliance.
- Supported banking program management by delivering insights from **IT financial reports** and collaborating on portfolio prioritization, enabling faster decision-making.
- Conducted **pattern and anomaly recognition** in IT spend data, ensuring compliance with financial standards and improving transparency, leading to cost savings of 18%.
- Facilitated **resource allocation optimization** using **BMC Helix** to track and report resource consumption, contributing to efficient cost control in various banking systems.

- Collaborated with **ServiceNow ITBM** and IT finance teams to establish and track key performance indicators (KPIs) for resource management, improving budget adherence by 12%.
- Led **financial reconciliation projects**, ensuring cost allocation accuracy and compliance with auditing standards using **Nicus** and **Clear Cost** tools.
- Utilized **Cloud Health by VMware** to support multi-cloud management, ensuring cost optimization and minimizing cloud-related expenditures across multiple platforms.
- Conducted **cloud resource utilization tracking** through **Cloud Health**, identifying and eliminating underutilized cloud resources to save 20% on cloud spend.
- Delivered **cost optimization strategies** by implementing **FinOps practices** and analyzing cloud usage data through **Cloud Health**, resulting in a 15% decrease in overall cloud costs.
- Supported **IT project governance** by integrating **Magic Orange** for effective service portfolio analysis, aligning IT services with bank's overall objectives and improving service delivery.
- Managed and tracked **IT operations costs** across services, aligning financial data with resource utilization metrics using **Clear Cost** for benchmarking IT spend against industry standards.
- Enhanced **reporting efficiency** by automating data integration between **ServiceNow ITBM**, **BMC Helix**, and **Nicus**, delivering consistent and accurate insights on time-sensitive financial data.
- Conducted regular **financial health checks** of the IT portfolio, leveraging **ServiceNow ITBM** and **Magic Orange** to ensure alignment with strategic banking objectives and financial goals.

Environment: ServiceNow ITBM, BMC Helix, Nicus, Magic Orange, Clear Cost, Cloud Health by VMware, Excel 2019, HTML5, Conversational AI systems, TBM framework, custom reporting tools, and financial modeling platforms.

Client: Target -Minneapolis, MN

Feb 2017 to Aug 2019

Role: IT Financial Management Analyst

- Integrated **ServiceNow ITBM** for **cost transparency**, **resource management**, and **project portfolio tracking** across retail IT initiatives, ensuring alignment with business priorities.
- Automated workflows in **ServiceNow ITBM**, streamlining retail-specific IT financial operations and enabling faster decision-making during peak shopping seasons.
- Designed real-time **ServiceNow ITBM dashboards** to provide actionable insights into project costs and resource allocation, particularly for supply chain systems and inventory management.
- Deployed **Flexera IT asset management** to optimize **software licenses** and **cloud costs** for e-commerce platforms, ensuring license compliance and minimizing waste.
- Conducted **software license compliance audits** using **Flexera**, ensuring adherence to vendor agreements and mitigating risks associated with non-compliance in retail IT systems.
- Implemented **Flexera's cloud cost management tools**, achieving significant savings by identifying underutilized resources and optimizing costs across omnichannel retail operations.
- Configured **BMC Helix** to track **IT service costs** and optimize resources supporting **Target's warehouse management systems**, ensuring efficient infrastructure utilization.
- Enhanced **IT operations management** by leveraging **BMC Helix** for real-time monitoring of fulfillment and distribution center technologies, improving operational performance.
- Improved incident resolution times during high-traffic retail periods by leveraging **BMC Helix's service management capabilities**, reducing downtime and customer impact.
- Monitored multi-cloud infrastructure using **Cloud Health**, optimizing **resource utilization** for retail systems and ensuring cost efficiency across various platforms.
- Conducted **security and compliance assessments** with **Cloud Health**, ensuring regulatory adherence for customer data across cloud platforms, mitigating risks associated with data privacy laws.
- Designed custom **cost optimization strategies** with **Cloud Health**, resulting in a **10% reduction in overall cloud expenditures** while maintaining service levels.
- Utilized **Nicus** for **IT financial planning**, developing **budgeting and forecasting models** that aligned IT spending with business objectives, especially for seasonal retail operations.

- Conducted detailed **cost allocation analysis** using **Magic Orange**, enabling accurate **chargeback** and **show back** reporting for retail IT services, ensuring transparency in IT cost management.
- Leveraged **Clear Cost** for **benchmarking IT expenditures**, identifying opportunities for **efficiency improvements** in Target's technology portfolio, helping to optimize overall IT investments.
- Developed and maintained **interactive budgeting and forecasting models** in **Nicus**, aligning IT spending with retail business objectives and enhancing financial oversight for seasonal operations.
- Designed and implemented custom **reporting tools** in **Excel 2016**, using advanced features like pivot tables and data validation to track IT project spend and improve financial transparency.
- Automated **data validation** in **Excel** for financial datasets sourced from retail **POS systems**, improving data accuracy for financial reporting.
- Developed **anomaly detection scripts** in **Excel** to identify unexpected IT expenses in software development and deployment projects, improving the accuracy of cost management.
- Integrated **Conversational AI tools** to enhance **customer service platforms**, analyzing interaction data to optimize in-store support systems and improve customer engagement.
- Analyzed **AI interaction data** to enhance **self-service options** for retail customers, improving satisfaction and reducing the need for human intervention in customer support.
- Designed workflows combining **Conversational AI data** with financial metrics to highlight **cost-saving opportunities** in IT support systems, reducing operational overhead.
- Created and maintained **HTML5 dashboards** for **retail IT executives**, providing visibility into IT cost drivers, resource utilization, and performance metrics for strategic decision-making.
- Customized **HTML5 templates** to align with retail business goals, ensuring reports were tailored to the unique needs of the retail sector and enhancing user engagement.
- Monitored system performance during peak seasons, ensuring **IT infrastructure stability** across e-commerce and brick-and-mortar platforms, minimizing disruptions during high-traffic events like Black Friday.
- Conducted **incident triaging and resolution** for **TBM-related requests** during high-traffic retail events, reducing downtime and ensuring the smooth running of critical IT systems.
- Collaborated with business units to define use cases for **ServiceNow ITBM**, focusing on ensuring IT financial operations supported the retail organization's strategic objectives and operational needs.
- Led regular **financial health checks** of the IT portfolio using **Magic Orange** and **Clear Cost**, helping the retail team identify potential inefficiencies in IT spending.
- Conducted **cloud cost analysis** and resource **optimization** in **Cloud Health**, reducing inefficiencies in resource provisioning across multiple cloud environments.

Environment: ServiceNow ITBM, Flexera, BMC Helix, Cloud Health by VMware, Nicus, Magic Orange, Clear Cost, Excel 2016, HTML5, Conversational AI platforms, anomaly detection algorithms, TBM framework, custom reporting tools, and financial modeling platforms.

Client: CEVA Logistics Hyderabad, India.

Sept 2015 – Dec 2016

Role: Systems Administrator & Financial Analyst

- Administered **financial management tools** for IT cost management and reporting, ensuring optimal system performance.
- Developed custom **reports** using **HTML5**, providing real-time insights into IT expenditure.
- Managed data loading and validation, ensuring **accuracy and consistency** in financial data for effective decision-making.
- Collaborated with stakeholders to **enhance system functionalities**, supporting **financial decision-making** processes across departments.
- Utilized **Excel 2016** for advanced financial modeling, including **anomaly detection** to identify cost inefficiencies.
- Monitored and supported **system upgrades**, ensuring smooth transitions and continuous improvement in capabilities.
- Assisted in **incident triaging** and **troubleshooting**, resolving issues promptly to ensure system stability and minimal downtime.

- Integrated **HTML5 templates** for enhanced reporting functionality, improving access to **financial data** for stakeholders.

Environment: Agile, **Financial Management Tools**, Excel 2016, HTML5, Cassandra, JAX-WS, SOAP, Hibernate, Jenkins, SVN, JUnit, Mockito, Log Insight.

Client: Axis Bank- Hyderabad, India

July 2014 – July 2015

Role: Software Developer

- Implemented **J2EE Design Patterns** (Session Facade, Singleton, Business Delegate) to handle feature enhancements.
- Redesigned UI using **Struts** (MVC) and optimized **JavaScript** for access control.
- Developed data access components with **EJB** and integrated **Spring** with **Hibernate** for ORM.
- Wrote multi-threaded **Core Java** code, handling XML data using **SAX** and **DOM** parsers.
- Worked with **JMS Topics** to process XML input and database interactions using **JDBC** and **JSP/Servlets**.
- Utilized **Jenkins** for CI, **ANT** for builds, and **JUnit** for system testing.
- Involved in performance tuning and used **Log4j** for logging.
- Managed bug tracking with **JIRA** and developed UML diagrams for system design.

Environment: Core Java, J2EE, Struts, Spring, Hibernate, EJB, JDBC, JMS, XML, SAX, DOM, UML, Oracle, Jenkins, ANT, Log4j, JUnit, JIRA, Linux.

Education: Bachelor of Technology – Computer Science Siddharth Institution of Engineering & Technology Aug 2010 – Jul 2014.