

Experience Summary:

- 6+ years of industrial experience as a Business Analyst handling complex IT projects in multiple domains - Cloud Technology, Retail, Supply Chain, E-commerce, and CRM
- Extensive knowledge, expertise in various phases of Software Development Lifecycle in SAFe 4.0, Waterfall and Agile environment
- Expertise in creating Work Breakdown Structure to define and group project's discrete elements using MS Project and achieving the milestones by tracking schedules and evaluating the impact of changes
- Involved in defining the Business Area/Scope, eliciting the requirements, analyzing requirements, communicating the requirements, identifying the solutions, and verifying solution
- Well versed in breaking down Epics into User Stories satisfying INVEST criteria and breaking down User Stories into Tasks satisfying SMART criteria
- Experience in eliciting requirements with various techniques: Joint Application Development (JAD), Observation, Interviews, Document Analysis, Prototyping, Interface Analysis, Conducting Survey
- Well versed in reviewing Business Requirements Document (BRD), Functional Specification Document (FSD), Software Requirement Specifications (SRS) and Requirements Traceability Matrix (RTM)
- Experience in handling Change Request Management, effectively implemented change by performing both Business Impact Analysis and Technical Impact Analysis of the change on the scope of the project
- Experience in applying business analysis techniques like GAP Analysis, SWOT, Impact Analysis, Root-Cause Analysis, Cost-Benefit Analysis, Feasibility study, Technical Risk and Business Risk Analysis
- Writing Use cases and producing Behavioral diagrams (Sequence diagrams, Collaboration diagrams) and Class diagrams based on UML Methodology & creating Business Process Flow diagrams calculations & data analysis
- Expertise in designing Test Cases, Test Plans, Test Scripts and Test Scenarios to perform Functional Testing, Regression Testing and Defects Logging using JIRA. Defined Acceptance Criteria for User Stories for User Acceptance Testing
- Developed Test plans, Test case and Test procedures in manual test environment for different testing procedures
- Expertise in Graphic User Interface Design (GUI), Wireframes and UI mock-ups using Balsamiq tool, MS-VISIO, and Smart Draw
- Proficiency in tools like Microsoft Excel, Tableau and MS BI for Data Analysis and generating Data Reports and other reports as requested by the Business users and different departments.

Technical Skills:

OS	Windows, Linux, and Mac OS
Languages	Visual Basic 6.0, Python
Microsoft	Excel, Word, Power Point, Outlook, Project, Visio, and Share Point
Tools	CRM: SAP CRM, Peoplesoft HR, Salesforce Project management: Confluence, Jira, Bugzilla Reporting: Power BI, Tableau
Databases	MS SQL Server, MySQL

Professional experience:

Microsoft, Seattle WA, Business Analyst

Dec 2018-Present

- Leading internal and external resources to develop in depth functional specifications for interfaces and product enhancements requested by the business. Eliciting requirements and translating them in written specification documents
- Developed Business architecture using requirements defining scope, processes, alternatives, and risks
- Translated stakeholder requirements into over 10 different tangible deliverables – functional specifications, use cases, user stories, workflow/process diagrams, data flow/data model diagrams, Wireframes, and prototyping
- Provide support for end-users located in US, Canada, Europe, and Asia for all CAT tool modules
- Evaluated risks related to requirements implementation, testing processes, project communications, and training saving the company on average \$50000
- Increased renewal revenue by 65% through asset migration and implementation of CAT from OEM support

- Conducted stakeholder Joint Application Design (JAD) interviews and facilitated meetings with project teams
- Created project plans in accordance with project management framework standards and procedures
- Developed Test Cases, Test Plans, and Test Scenarios and performed Unit Testing and User Acceptance Testing (UAT) for cloud-computing business requirements and technical specifications.
- Derived resolution to planning issues gaps between roadmap strategy, manufacturing capability, and market demands
- Collaborated with engineering and business teams to collect NPI demand and work with Finance to analyze consolidated revenue, margin, and capex impacts of plan changes
- Proactively involved with GSM, Manufacturing, R & D, Product engineering teams to collect and analyze impact of yield, quality, technology adjustments, and roadmap changes
- Validated information required to generate an accurate supply response, including yields, cycle time, site loading, capacity boundary conditions and reviewed changes in sellable supply

Decision Minds Inc, Milpitas, Business Analyst

Jan 2018-Nov 2018

- Initiated to adopt Agile (Scrum Framework) methodology of SDLC to collect and document requirements, facilitate project planning and meetings - recognized with Scrum Master award.
- Led website, web-portal, mobile, analytics and e-commerce enhancements, reducing customer queries by 5% and raising revenue by 3%
- Reduced operation time for reporting by 50% in Singapore and India office
- Revised and wrote user stories based on missing and new requirements established by project stakeholders using JIRA tool
- Assisted with testing and updating test cases in Quality Center 10 in correspondence with respective user stories
- Created reports in partnership with IT Developers, empowering business partners to drive productivity improvements
- Developed test scripts, conducted unit tests, documented, and resolved discrepancies resulting in zero defects in production
- Performed user acceptance testing for software changes and enhancements
- Created and documented system processes, presentations, and training manuals for end users

Bonds Forever Inc, San Jose, Business Analyst

Aug 2017- Jan 2018

- Analyzed business needs for the creation of a \$2M implementation of Salesforce. Led planning sessions with employees to understand and document the full end-to-end licensing process.
- Increased leads by 50% through CRM tool development and administration
- Planned and conducted requirements elicitation meetings with the business to collect functional and non - functional requirements relating to Salesforce technology enhancement and initiatives.
- Conducted brainstorming sessions with the development team to actively involve them during the requirements stage level analysis.
- Worked towards preparation of requirements management plan, business and functional requirement documents
- Created data flow diagrams and process flow diagrams to facilitate better system understanding

CSU Fresno, Business Analyst- Graduate Student Assistant

Jan 2016-May 2017

- Liaison between business owners, external clients, internal technology team members, and vendors
- Provided detailed knowledge of business processes and best practices; as well as perform business analysis, process design and requirements gathering.
- Conducted Requirement Workshops (JAD sessions) with end-users, development, and QA teams

Plutronix, Bangalore, India, Business Analyst

July 2014-June 2015

- Led project teams, internal and external, to achieve project defined milestones and deliverables
- Conducted stakeholder Joint Application Design (JAD) interviews and facilitated meetings with project teams
- Translated business user concepts and ideas into comprehensive business requirements and design documents
- Created project plans in accordance with project management framework standards and procedures Identified ongoing issues and gaps within project plans, to eliminate implementation issues
- Planned, facilitated and reported on quality assurance testing efforts

Big Bazaar, Bangalore, India, Business Analyst Intern**Jan 2013-June 2013**

- Executed ad hoc reporting requirements for executive management team.
- Performed simple SQL queries, created tables, and generated reports.
- Gathered Business Requirements by conducting detailed interviews with business users, stakeholders, SME
- Performed required data analysis, interpretation, correction and document presentation for various assignments.
- Collaborated on a regular basis with the PM and development team during various stages of each project.
- Managed Schedules and collaborated with different teams working on each project.
- Prepared project progress reports and status reports and submitted to the management team on an ongoing basis.

Big Bazaar, Bangalore, India, Business Analyst Intern**Sep 2011-Jan 2012**

- Researched data dialysis errors and worked to rectify errors, allowing the business to make informed decisions and improve operational efficiency.
- Created reports in partnership with IT Developers, empowering business partners to drive productivity
- Developed test scripts, conducted unit tests, documented and resolved discrepancies resulting in zero defects
- Translated business requirements into IT solution design to drive a seamless future system

Academic Projects

Validation of Hiking Applications -MS, USA

Angel Investment Strategies -MFA, Bangalore, India

Customer Retention Strategies of Retail Industry, Big Bazaar -BBM, Bangalore, India

Education:

M.S in Industrial Technology, May 2017(California State University, Fresno)

Master of Finance and Accounting, June 2014(Bangalore University, India)

Bachelor of Business Management June 2012(Bangalore University, India)