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(945)217-5120 | Raleigh, North Carolina

**Business Analyst | Project Management**

**PROFILE SYNOPSIS**

* 8+ years of proven experience in Business Analysis and Project Management with excellent interpersonal skills, building strong alliances while motivating teams and driving projects to successful completion.
* Expert in collaborating with product and technology teams to drive business solutions and measure performance using project tracking, monitoring, and quality tracking tools.
* Innovative problem solver with the ability to see the business and technical sides of the problem. Proven leadership with exceptional communication skills, both oral and written
* Supports the development of business analysis best practices for the sustainment organization.
* Experience in developing UAT Test scripts, Test data preparation and Execution.
* Experience in Requirement management tools JIRA, Azure Devops.
* Maintained Defect management cycle including Defect Triaging based on Severity,frequency, Impact, Risk etc.
* Experience in Functional, Regression, Smoke , User Interface and System Testing
* Coordinate between business and IT partners to identify and document dependencies and propose a solution approach.
* Coordinate with delivery project managers and partners to draft project scope and compile delivery estimates.
* Have understanding of the software development life cycle SDLC (e.g. requirements, analysis, design, implementation, testing, and documentation) and associated execution models (e.g. Waterfall, Agile, Iterative Development).

**KEY SKILLS**

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| * Qliksense | * SQL | * Stakeholder Management |
| * Requirement Elicitation | * Risk Management | * Technical Documentation |
| * Scrum Master | * Visio | * Problem Solving/Analytical Skills |
| * Business Analysis | * Wireframes | * Project Estimation |
| * JIRA | * Azure Dev Ops | * Project Management |
| * Microsoft Office ( Word, Powerpoint, Excel) | * Share point | * Leadership skills |

**WORK EXPERIENCE**

**Employer : NEO INFOTECH**

**Role : Sr Business Systems Analyst**

**Duration: January 2023 – present**

**Projects :**

* The projects are part of the Global Risk Solutions vertical to modernize legacy issuance and pricing applications to provide better user experience to Underwriters and Account Assistants when using issuance applications in the National, Middle and Property Markets.

**Roles and Responsibilities :**

* Gather requirements from the stakeholders and propose strategic solutions.
* Act as the intermediary between the business and IT, using a deep understanding of business processes and technology to help business partners achieve their desired outcomes
* Own requirements elicitation, user story writing, User acceptance testing.
* Solid understanding of Visio and ability to diagram complex system interactions and data flows.
* Involve in analyzing data to provide sustainable and long term solutions to business needs using SQL.
* Good understanding of the application architecture and deployment processes.
* Proficient in tools such as JIRA ,Confluence and CMS tools like Sharepoint .
* Updating and maintaining Business Requirement Document (BRD) and Functional Requirement Document (FRD) , Requirements Traceability Matrix (RTM) .
* Involve in prioritization of business requirements .

**Employer : CAPGEMINI**

**Client : HSBC UK**

**Role : Senior Consultant | Business Analysis**

**Duration: March 2021 – September 2022**

**Projects :**

* The project deals around developing an application that makes it easier for project managers to submit and track projects for Data Privacy compliance according to the different Data Privacy laws (ex. GDPR, PIPL) in various jurisdictions.

**Roles and Responsibilities :**

* Work with business partners to elicit detailed requirements and capture business needs by conducting JAD sessions and workshops.
* Lead discovery sessions with key stakeholders and translated the requirements into epics and user stories.
* Analyse business processes, gaps in capabilities, as well as appropriate data sources, interfaces and process changes required to address capability gaps and document the same.
* Solid understanding of Visio and ability to diagram complex system interactions and data flows.
* Experience in Ajile tools such as JIRa and confluence.
* Assisted in maintaining and managing the product backlog .
* Communicate changes, enhancements, and modifications of business requirements — verbally or through written documentation — to project managers, sponsors, and other stakeholders so that issues and solutions are understood.
* Lead Client demos and efficiently tracked the overall project status.
* Experience in developing UAT Test scripts, Test data preparation and Execution.
* Lead and conduct regression and smoke testing after each build drop from the development team.
* Creating various reports to give the progress/status of the release to the Leadership.
* Involve in Project Management activities like organizing working group meetings to provide the status of the project to the entire stakeholder group, develop and maintain RAID log.
* Design, develop, and validate reports and dashboards using Business Analytics tools like QlikSense to measure business performance and present it to the business Leadership team.
* Worked closely with application SMEs to create and implement data extraction procedures from systems like SAP, MDM, SAS, etc to be integrated onto the Analytics platform.
* Involve in production of Management Information using QlikSense. Visualise data to identify trends .
* Closely work with developers to identify datapoints to be exposed to Qliksense dashboards
* Involve in ideation, design and implementation of new modules for the tool.
* Meet with Legal, Regulatory teams on a regular basis to identify new requirements and pain points.
* Involve in the entire project lifecycle like requirement gathering, creating designs/mockups (using Balsamiq), write user stories , hand it over to dev team and conduct testing and demos.
* Create process models, specifications, diagrams, and charts to provide direction to developers and/or the project team.
* Provide guidance and/or instruction to junior staff members.

**Employer : S & P GLOBAL**

**Client : Their own product**

**Role: Business Analyst II**

**Duration : June 2019 – March 2021**

# Data Movement through Pipeline:

* Handled a project that involved Maintenance of Data Parity between existing platforms was necessary, and this was major, achieved by movement through Data Pipeline. Based on the Publisher – Subscriber Model, Data Pipeline was instrumental in triggering, transforming and persisting the Data change from Source to Destination.

# Data Movement using Data Federation:

* The necessity of maintaining Data parity between existing platforms remains the same; Data Movement through Data Federation was a different approach compared to earlier methodologies and has proved to be very cost-effective and less maintenance intensive. The approach is to expose all the required Data Points from Source via a service to the destination.

# Migration Project:

* Managed a project where there was a migration of pipelines and applications from one data centre (where there was a space crunch) to another (new DC).

# Roles and Responsibilities:

* As a PM/BA, involve in delivering high-quality cross-functional projects.
* Building a strong partnership with key stakeholders and establishing regular 2-way communication.
* Guide business stakeholders on IT processes/requirements, guardrails and where solutions can add value.
* Involve in translating business needs to technical requirements and write user stories/epics.
* Soliciting business requirements and drivers, solution review, initial estimates, funding and resource scheduling.
* Defining the acceptance criteria for a story / Requirements by considering the business needs and technical limitations.
* As a Scrum Master, drive all the major sprint ceremonies, i.e. daily stand up, sprint planning, groomings, retrospectives.
* Coordinate with the PO, Data Stewards and Stakeholders to get the requirements and freeze the scope and deadlines.
* Provide weekly updates on the progress of projects to the project stakeholders.
* Identify risks, assess the impact, communicate the same to all stakeholders, identify the path to green, and mitigate the risk.
* Creating release plans for projects, identify dependencies and move the project forward accordingly.
* Proficient knowledge in tools like Azure DevOps, JIRA for backlog maintenance.

**Employer : DELOITTE CONSULTING**

**Client : GuideOne Insurance**

**Role :Business Technology Analyst**

**Duration: Dec 2017 – June 2019**

# Projects:

# Insurance Project (Dec 2017 – June 2019)

* The project deals, in the end, to end P/C Policy implementation on Guidewire Policycenter 8.
* The implementation involves two major functionalities- policy premium Rating and policy transactions. Rating being the core functionality, it is the key for calculating premiums for the policy. The project also involves the configuration of state-level and line-level coverages, conditions and exclusions among various business lines. Data is flown in and out of the system to/from other third-party services through different integration mechanisms. Workflows (Disbursement, Cancellation, Renewal, etc.) play a crucial role in the policy's lifecycle, configured and maintained in PolicyCenter.

# Roles and Responsibilities:

* Work with business stakeholders to gather requirements and convert them into User Stories.
* Work closely with the assigned project managers/scrum masters and business to define a project's scope.
* Experience in Sprint Planning, Daily Scrum Stand Up, backlog prioritization and Sprint Retrospective meetings.
* Develop and groom Project Backlog Stories (Requirements) with business and technology partners.
* Assist in the development of Project Impact and Process Control Plan documents.
* Leverage JIRA for tracking project plans, closures and schedules.

**Tools and Technologies:** JIRA, Guidewire 8.x, ECM, MySQL, TOAD, SOAP-UI, GIT, Word, Excel, PowerPoint.

**Employer : NTT DATA AMERICAS**

**Client : Hanover Insurance**

**Role : Business Analyst**

**Duration : July 2014 – Nov 2017**

# Projects:

# Insurance Project (July 2014 to Nov 2017)

* The project caters to implementation and support services to one of the biggest Insurance clients. The project focuses on implementing Guidewire's Billing Center modules.
* Deliverables follow Agile methodology. Scheduled releases cover enhancements consisting of change requests and performance improvement features to be moved to production.
* These Guidewire applications are integrated with other insurance sub-systems and third-party applications like PAS (Policy Administration System), DMS (Document Management System), ETL, reporting systems, ISO, Paymentus etc.

# Roles and Responsibilities:

* Prepare technical Specification, Functional Specification for projects under assigned domains.
* Responsible for managing multiple projects simultaneously without impacting project timelines.
* Develop improvements to existing processes to deliver improved business performance and effectiveness.
* Perform system design, development and product verification testing on control systems, software.
* Follow up and track project assignments, coordinate with the vendor for support issues to close it in time.
* Offer business analysis support to the product owner, business sponsors, SMEs and testers during development.

**ACADEMIC CREDENTIALS**

**Computer Science Engineering,** Gitam University, Hyderabad, GPA: 8.04

**CERTIFICATIONS**

**Certified Scrum Master (CSM)**

**Certified Scrum Product Owner (CSPO)**