**Praveen kumar**

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 **Business Analyst**

## Business Analysis • Application Development • Process Improvement

* **9 years** of extensive experience, detail-focused, result-oriented Business and IT professional as a **Business Analyst/Developer & Scrum Master i**n high volume data, intense customer focused service industries like **Banking, Finance and IT.**
* Proven ability of managing all stages of project from project definition to software implementation.
* Proven track record in executing and delivering **end to end implementation of projects** with excellent knowledge of **System Analysis,** **Web Applications,** and **ERP**
* In-depth understanding of **SDLC**, **Agile Scrum & Waterfall** Methodology, Rapid Application Development (RAD) and **SQL** with relational database concepts, and client-server concepts
* Skilled in preparing **Business Cases, Business Requirements Documents, Use Cases, Functional and Technical Specification Documents, Requirement Traceability, Traceability matrices, Test plans, Test scripts and Software Development Plans**
* Extensive experience incommunicating with Business User Experience Team, business customers, interact with business representatives to gain an understanding of the business environment and gather business requirements, **Business Process Modeling (BPM),** develop business documentation, creating Business Use case, Analyze Systems and databases, system test, support QA testing, and assist in implementation of business/technical solutions through application of the appropriate software development life cycle methodology
* Liaison between customer and technical solutions/support groups to identify business process and product requirements, research, identify, and design solutions to business problems
* Skillful **GAP analysis, Cost benefit analysis, Risk assessment, and SWOT** analysis
* Hands on experience with **Data Warehousing, Dimensional Modeling, Data Analysis, Data loss prevention, Data Mapping, and Data profiling**
* Worked with the business to refine and re-engineer business processes where needed
* Improved operational efficiency and reducing costs while meeting challenging business demands, in Banking and Healthcare sectors (Fortune 500 Company), using IT Business Analytics, Modeling expertise, and SDLC process
* Strong **Stake Holder’s Management**, **Business Requirements Elicitation**, **Workshop facilitation, with an excellent Communication, documentation and Analytical Skills**
* Expert in conducting **JAD sessions** with executive level Business Stakeholders, User Clients, Technical Teams and Project Directors
* Exceptional in gathering Requirements by conducting brainstorm meetings, interviews, prototyping, Requirements workshops and survey/ questionnaire
* Excellent presentation, interpersonal and communication skills with strong analytical, qualitative, quantitative, and problem solving skills
* Performed data analysis, Created business intelligence and Information management
* Extensive working experience with **Quality Assurance (QA) team** in verifying consistency between **User Interface (UI)** across functional/technical groups and Review the Test cases defined by the testers
* Process Mapping using **VISIO**, Data Flow modeling, Scenario Planning, Process re-engineering using **“As Is-To Be”** concept, Final “sign – off” of the requirements documentation
* Hands-on Experience in Designing **Business Process Modeling (BPM),** **Use Cases, Use Case diagrams, Activity diagrams, Sequence diagrams in UML methodology using Microsoft Visio**, with extensive experience in Rational Software Modeler, MS Office
* Develop **User Interface** and **wire frames** using Visio, Visual Studio.
* Strong working knowledge of **database designing**, **Requirements Traceability matrix, Change request log, Testing, Implementation and user training** In-depth knowledge on different modules within **Finance domain** such as Data management system, Case Management, Utilization Management, Membership, Eligibility, Billing, Enrollment, Claims, Capitation, and Providers etc. Excellent understanding of different modules in **Banking domain** such as Identity and Access Management, Entitlements & Privileges, Force removal Access, Payments, Mortgage, Interactive Voice Response (IVR), Billing etc. to Payment Card Industry Data Standards (PCI DSS)
* Familiar with current industry standards such as **HIPAA compliance and Healthcare systems**
* Excellent understanding of RUP (Rational Unified Process) methodology, Risk engineering, data modeling and mapping, and design using UML, Rational Rose, and Visio
* Assisted Project Managers with the development of Project schedules, development of requirements, and preliminary design for client applications
* Exceptional ability to build productive relationships with colleagues, clients, and vendors across all functional and technical disciplines, providing focused project management, accurate and detailed business and system analysis
* Experienced in determining approach using Process Modeling and Structured walkthrough and planning activities through Estimation and Risk Analysis
* Experienced in performing Knowledge Transfer sessions, Training and Mentoring new inductees
* Innovative in learning and applying new methodologies

**Technical Skills:**

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| **Office product** | MS-Word, MS-PowerPoint, MS-Excel, MS Project, Visio and Visual Studio. |
| **Tools** | Excel, Visio, Visual Studio2010, JIRA, Facet, Requisite Pro, (Tractability Matrix), HP Quality Center.Informatica, Microstrategy. |
| **Project management and tools** | Object Oriented Analysis and Design (OOAD) using Unified Modeling Language (UML),Rational Unified Process (RUP),Rational Rose, Rational Requisite Pro |
| **Modeling tools and process** | Rational Suite (Requisite Pro, Rational rose, RUP), Enterprise architect, MS Visio |
| **Methodologies** | SDLC ,RUP, Water fall, Agile/Scrum, Use Cases, UML |
| **Database Access Tools** | SQL Server Management Studio, Toad for Oracle 10.6 andToad for Data Analysts 2.7 |
| **Database** | SQL Server, Microsoft Access and Oracle 10g |
| **Languages** | SQL, JavaScript, XML, ASP.Net, C#.Net, Java |

**Education:**

**Bachelors of Engineering, DAIICT University, India**

**Professional Experience:**

**Client:** **Deutsche bank, CT** *Aug 2014 - Present* **Role: Sr. Business Analyst**

[**Portfolio Analytics**](http://youtu.be/deeobkDZZ2I), Aetna’s premier health care transparency tool is a Java web based Application, drives smart shopping decisions by empowering consumers with easy-to-access information about providers and health care services. Supported by real-time member payment estimator, Portfolio Analytics provides out-of-pocket cost estimates for services based on plan and progress toward reaching deductible and copay maximums. Users can compare providers based on the estimated cost, quality ratings and reviews from other patients. Portfolio Analytics also provides a simple, real-time snapshot of personal health care spending and benefit coverage.

**Responsibilities:**

* Project intiation and planning Greenfield deliverable. Understanding the legacy Master database and assist in building cohesive next generation data platform
* Manage and lead the team and ensure that synergies across all the projects in the program are achieved and inter project dependencies are addressed effectively.
* Ganess requirement through JAD sessions with SMEs and end users and in addition through document analysis, brainstorming meetings, interviews and questionnaires
* Executing the Agile SDLC project using **offshore and onshore** managed service model
* Design Business Process Modeling (BPM), Use Cases and create UML models such as Use Case Diagrams, Activity Diagrams, Sequence Diagrams, and Flow Diagrams and ER Diagrams using MS Visio
* Worked as a liaison between users and the technical teams involved in the application development for the better understanding of Business and IT processes.
* Analyze Systems and databases.
* Provide knowledge and support to the development teams to understand HIPAA and EDI transactions and processes.
* Document data mapping/Transformations from source to target (STTM), business process flows, and business requirement document (BRD), Scope Matrix, SRS (Software Requirement Specification), SDS (System Design Specification), Report and Extract specifications documents.
* Delivered user manuals and arranged training session for large project audience across time-zones and teams.Worked on various categories of SWIFT messages for financial transactions, settlement and confirmation (i.e. MT 103, MT 202, MT210, MT 900,MT 910)
* Have worked as a Subject Matter Expert across multiple functional areas of banking for example: e-banking, Payment Systems, Loans and Deposit portals, CRM Applications, Client Management System, RM Work Bench, Reporting Portal, document management system (doxter), Transaction and Transaction Reversal systems, system processing batch operations (GMC).
* Actively participate in SDS and STTM reviews to ensure clarity in Business Rules, transformations etc.,
* Prepare Requirement Traceability Matrix (RTM) ensuring the forward and backward traceability of the Business Requirements to the test Case and vice versa
* Review and provided feedback on Test Plans, Test Cases, Test Scenarios and conduct UAT to test the final application for usability, to verify all the user requirements were satisfied.
* Validate existing workflows for Member eligibility verification and Web Security Access.
* Communicate with the developers and QA’s, and referred to HIPAA guidelines to ensure that the system complies with the HIPAA guidelines
* Used **FACET** to handle the complex requirements of managed care programs, eligibility, provider and plan/product data, claims, utilization management, reviews, case management and customer service information
* Worked in **Agile Scrum teams**, creating Business Use case, developing **Epics**, **user stories**, create and Maintaining and refining **Product Back logs, Release Sprints, Sprint Poker Planning, Sprint release, Sprint retrospective**
* Prioritizing the sprint backlog and coming up with techniques/tools to efficiently manage Sprint backlog, Sprint Demo, System Demo.
* Facilitate the cross functional teams for all dependencies.
* Involve in training and rolling out user guide to help end users to better navigate the newly developed application.
* Analyze and identify gaps/issues in claims, encounters process flow.
* Serve as a liaison between business unit and technical team during Risk engineering and high- level session to develop and perform action plan.
* Involve in the Review of Requirements Specification with functional manager and technical specialists of the application.

**Environment:** SQL Server 2008 Management Studio, Java, JIRA, UML, MS Office Tools – MS Word, MS Excel, MS Visio, MS PowerPoint, Oracle, SharePoint, Facet.

**Client: Citigroup** *Dec 2013- May 2014*

**Role: Business Analyst**

Citigroup is a world leader in Investment banking solutions and software-based activation serving communication service providers across the globe. **Service Request Management** platform automates workflow processes, allowing Broadband Providers to accelerate revenue growth and increase efficiencies, while delivering responsive customer service, support and regulatory compliance.

**Responsibilities:**

* Worked collaboratively with business stakeholders and cross-functional team to deliver user stories/ business requirements deliverables.
* Planned the capacity planning and managed the Product Backlog, worked with the team to prioritize requirements, define and manage scope and sprints for a project.
* Functioned as the business analyst for the Pilot teams in implementing Agile Practices in Agile SDLC.
* Spearheaded bringing Scrum and Agile into the Engineering department.
* Requirements Analysis, Gap Analysis, documentation, Verification & Validation Process of requirements
* Designing the User interface screens, reports and final outputs, Data base designing
* Business Process Management, Process Mapping using VISIO, Documentation of the Sign-off process of the finalized requirements
* Documentation of project Initiation, Planning, Execution and project closure
* Developing Functional Requirements Specification document and knowledge transfer to the developers
* Requirements Traceability Matrix (RTM), Change Request Log (CR Log)
* Testing, User Acceptance Testing (UAT), Project Implementation, User Training,
* Participated in Sprint Review /Demo Meeting; Presented Sprint Metrics and Release trends that included Velocity, Cumulative Flow Diagrams, and Burn-down charts to encourage teams maintain a sustainable pace.
* Initiated and documented process improvements and standardized templates for estimating, program management and project management initiatives.
* Worked with globally-distributed, iterative projects across offices in different time zones
* Participating in Scrum of Scrums (for cross-team dependencies) and an Active member in leadership meetings.
* Involved in Sprint Planning and backlog assignment to the Development team.

**Environment:** MS Visio, SQL Server 2008 Management Studio, C#, .Net, Visual Studio 2008, , XML, SSRS, MS Office Tools – MS Word, MS Excel, MS PowerPoint.

**Client: Morgan stanley, New York, NY** *May 2010 - Apr 2013*

**Role: Business Analyst**

MS is a leading dealer financial services company specializing in credit cards, home loans, auto loans, banking and savings products, offering a broad array of financial products and services to consumers, small businesses and commercial clients.

**Responsibilities:**

* Performed requirements gathering and analysis from the business users of the system and SME’s while adhering to SDLC (Software Development Life Cycle) industry best practices. Used the Agile-scrum methodology for software development.
* Gathered and documented business (BRD, FRD) from both formal and informal sessions and validated the needs of the business stakeholders.
* Adhered to Payment Card Industry Data Security Standards (PCI DSS).
* Interacted with Software development team and Business users as a liaison in helping developers to understand the business requirements, Functional requirements (BRD, FRD) thereby ensuring the proposed applications complies with the business specifications.
* Expert in Business Process Modeling (BPM), Created Use Cases, activity and sequence diagrams.
* Worked with the business users and with different levels of management to identify requirements, use cases and to develop functional specifications using the Agile/Waterfall methodology for software development.
* Participated in and contributed to “As-Is” and “To-Be” Process Modeling Sessions, and build process models.
* Understood the business requirements and mapped them into functional and technical requirements.
* Analyzed and designed the data flow and data modeling using power designer tool.
* Performed Gap Analysis and Impact Analysis to identify the deficiencies of the current system and to identify the requirements for the proposed system.
* Created use case models and activity diagrams using Unified Modeling Language (UML) notations using Rational Rose.
* Worked on Requirements Traceability Matrix (RTM) which defines mapping between requirements in project and corresponding cases to be tested
* Provided user interface design for Web-based projects, including dashboards, widgets, and products.
* Prepared PowerPoint presentations to present the updates and status of the project
* Conducted highly interactive JAD sessions with project stakeholders, subject matter experts (SME’s), users, QA team and project management team for requirement gathering, identifying and resolving issues that provided appropriate scope of work for technical team to develop prototype and overall system.
* Worked with the Project Manager on various Project Management activities like keeping track of Project Status, Deadlines, Environment Request, and Compliance Issues.
* Reviewed the functional test plan prepared by Quality Assurance (QA) team and assisted QA team in preparing the test cases, test scripts, test plans
* Involved in Functional Testing, System Testing, Regression Testing and User Acceptance Test (UAT) using the test cases given by the client before releasing the application.
* Was responsible for tracking issues that are detected and updating the status of existing issues based on the daily meetings with the off-shore team.
* Checked the data flow through the front end to backend and used SQL queries to extract the data from the database.
* Assisted in the development of ad-hoc reports or presentations as needed by senior management.
* Implemented automated financial reporting process to download data
* Used project management tools like MS-Project for status reporting and planning
* Developed process flow diagrams (flow charts) using MS Visio in an effort to identify and analyze process flows
* Responsible for the completion of projects within specified time and budget dealing with financials, project work flow, change management and dealing with vendor relationships.
* Worked closely with the Project Manager and different teams with effective presentations. Also delivered training and presentation to lenders, colleagues, and customers

**Environment:** SQL, SQL Server 2008 Management Studio, C# dot Net, Rational Rose, MS Project, HP Quality Centre, UML, MS Office Tools – MS Word, MS Excel, MS Visio, MS PowerPoint.