# cbapHarsha

# Business Analyst

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A Senior Business Analyst with experience in Workday ERP and Planisware PPM implementation projects andabout9 years of IT expertise in System Analysis, Project Management, Business Analysis, QA Support, Entrepreneurship, and UX/UI Design Support, with comprehensive experience in supporting Business Process Management and Project Management.

Led geographically dispersed and offshore teams Artifact creation and user story formulation

Cross-functional team collaborations Track tasks using Excel, SharePoint, JIRA, and OneNote

Agile/Scrum/Lean methodologies to augment SDLC Prepared and enhanced data flow diagrams

End-To-End product testing and requirement gathering Client interfacing and management of QA team

Enthusiastic and self-motivated Comfortable at working within competitive settings

Worked in Supply Chain, Healthcare, 401K, Banking and Finance projects with an emphasis on Business/Systems Analysis.

**CORE SKILLS AND COMPETENCE**

* Have worked with development teams, QA, and cross-functional business teams in the planning, design, development, and deployment of projects and product enhancements.
* Provided knowledge and mentoring support to Workday and Planiswareusers as a Technology Consultant.
* Implemented Planisware PPM for Johnson and Johnson’s Supply chain management, by working with their Business segments (Consumer, J&J Vision, Procurement, Janssen, Deliver).
* Implemented the Finance module of the Workday ERP for Amplity Inc.
* Collaborated with Financial and Business stakeholders of Medicare, Medicaid, HSA and FSA departments, to create and maintain requirements with an intent to enhance the Workday and Planisware UI, functionality, and new capabilities.
* Update Readiness –Have kept upwithsystem releases via release notes and schedules internal release review meetings to understand changes and new functionality.
* Can provide functional and technical expertise when analyzing, designing, developing, and implementing business processes and applications, writing user stories and bugs.
* Hands-on experience withSQL and RDBMS (Relational database management systems like Oracle, MySQL, SQL Server etc.
* Experience with all the phases of Software Development Life Cycle (SDLC). Hands-on experience with implementing complete Software Development Life Cycle methodologies such as Waterfall, Agile (Scrum).
* Good at Performing Business Process Analysis- In-Depth understanding of the AS-IS and TO-BE business processes and experience in converting these requirements into technical specifications for preparing test plans.
* Has experience in customer and client interaction at various levels to better understand the client’s business process, system, functional and technical requirements.
* Worked on Financial Middleware integrations through Workday, with MuleSoft and Gorilla Expense Tracker.
* Has conducted research to resolve customer-initiated issues related to Medicaid, Medicare, HSA and FSA claims processing and managed project teams in the development of multi-system, multi-platform projects at UPMC.
* Efficient at Requirement gathering, Modeling, System Designing, Testing, Validation, Workflows, and Data Management.
* Served as a functional lead, interfacing between business leads and supporting IT resources, by bridging the gap between the QA and Development teams, to ensure test and integration plans meet requirement objectives.
* My time in TCS gave me good expertise in call center customer service and operations to support and understand the systems and capabilities of the software that are built by TCS.
* Experienced in End-to-End Requirement Analysis with Process Improvement and LEAN approaches, including strong understanding of LEAN principles.
* Proficient in developing artifacts such as Business Requirement Documents (BRD), Functional Requirement Documents (FRD), System Requirement Specifications (SRS), Use case document, User stories, Test cases and Test plans, Product backlog, Sprint backlog, Traceability Matrix, etc.
* Worked with the Stakeholders/Clients of Medicaid, Medicare, and other State health programs like OCSE (Child Support).
* Have shown confidentiality and compliance with Health Insurance Portability and Accountability Act (HIPAA).
* Prepared graphical depictions of project processes using Activity diagrams, Sequence diagrams, Entity Relationship Diagram (ERD), Use Case diagrams including the business workflows using MS Visio.
* Proficient in defining Test cases and working closely with QA team in performing Functional testing, Regression testing, User Acceptance Testing (UAT). Experience in identifying, documenting, and reporting the defects.
* Have excellent learning aptitude and team management skills by driving decisions and motivating a team towards delivering product without any compromise on the quality and standards of it.
* Been a part of the R&D team in Ascensus, which gave me enough exposure to build Web Services using MVC Architecture and Windows Forms, with C# as supporting language.
* Proficient with Website Building Tools like Wix, Wordpress, Blogger and Skilled with Editors like Corel Video Studio, Pinnacle Studio 20.

**TECHNICAL SKILLS**

**ERP and PPM Tools**

**Requirement Management**

**Document/Content Management**

**Business Modeling**

**Business Intelligence**

**Defect Tracking**

**Technical Skills**

**Methodologies**

**UX Designing Tools**

**BA Deliverables**

**Risk Management Tools**

Workday ERP and Planisware PPM Implementation

HP ALM, JIRA, Confluence,Visual Studio TeamServices (VSTS), Trello

SharePoint,Confluence,Box, MS Office - Word, Excel, Microsoft Teams

MS Visio, Pencil

Business Objects, Tableau

HP Quality Center/ALM, Rally, JIRA, Visual Studio TeamServices (VSTS)

SQL Queries, Testing WebServices using Postman and Swagger, Debugging .Net Code

Agile/Scrum, Kanban, Waterfall

Adobe XD, Adobe Photoshop CC, Zeppelin, Balsamiq, Pencil

Created/Revised/Executed the following: User Stories, User Acceptance Criteria, Business Analysis Documents, Planning&ProcessMaps, Business Process Models, Data Flow Diagrams, RequirementSpecifications,UseCaseScenarios.

JIRA Service Desk, SharePoint Issue Tracker, Salesforce

**EXPERTISE**

* Software Development Processes
* System Requirement Analysis
* System Maintenance &Upgrades
* System Designing (UML Diagram)
* Customer Service
* Process Improvements
* Feasibility Report Generation
* Structural Analysis (UX Design)
* Root Cause Interpretation
* Quality Assurance
* Model Building (Workflows)
* PerformanceValidation
* Team management
* Research and Development
* Database Management System/SQL

**SELECTED ACHIEVEMENTS**

* Business owner for ‘Voliric Games’, a Board Game publishing companyfocusing on 2 major releases in 2021, with a team of designers from different countries and backgrounds in various artistic fields.
* Business Owner for ‘Gyft-a-Kard’, a small startup of customized printable greeting cards.
* Served as a cultural secretary for VISA (Villanova Indian Students Association).

**PROFESSIONAL EXPERIENCE**

**Johnson & Johnson, Skillman, NJ, 08558 |MAY2019 –DECEMBER 2020**

**Business Analyst – J&J Project and Portfolio Management System (Planisware ERP)**

* Main responsibility is to configure**Planiswaremodules**like Projects, Resources, Buckets & Investments, Reporting, etc.
* Articulate Business segment requirementsinto**User stories**, Assumptions and Acceptance Criteria. Further provide support to the PlaniswareDev Team, Data Migration (SQL) teams and QA teams with Story, and Issue tracking.
* Formulating Business and Technical Assumptions and incorporating them with the User Stories for enhanced quality.
* Maintaining system configurations, documentations, and procedures to track project progress.
* Maintaining**Jira, SharePoint, and Confluence** boards to increase efficiency of the project by tracking/working on issues.
* Work with the Business Product Owners to identify and analyze the **Hypercare, TAT** and**UAT bugs**.
* Bridge the gap between the Planisware development team and the J&J business segments with Production issues and hyper care support, articulating new requirements, prioritizing segment stories etc.
* MonitoringPlanisware PPM system performance and recommending **UI, UX** and **IT**performance solutions.
* **Test, verify** and **accept** the expected end results of the Planisware components to ensure completeness.
* Providing access control to Planisware and Product owner with appropriate tracking and auditing of active user lists.
* Coordinate regular system clean-ups of ancillary data and occasional support with Data Migration, to and from the downstream systems like EDL (Enterprise Data Lake) and Instantis, etc.

**AMPLITY HEALTH INC., YARDLEY, PA, 19152 | MARCH 2018 – MARCH 2019**

**Systems Analyst – Finance Module (Workday ERP)**

* Built Core HR and Finance**integrations** to send employee, cost center, and banking data to and through Workday.
* Extracted data from **legacy** systems and performed a data transform to workday compatible format.
* Experience with administration, configuration, and implementation of **Workday** **Finance System** – Accounting, Banking and Settlements, Customer contracts, Procurement, Customer and Supplier invoices, Expenses and Financial Accounting.
* Involved in Full cycle implementation of Workday Modules like **HCM, Finance, Payrolls,** and **Benefits**.
* Research on the latest technologies and configured hardware and software to increase work efficiency and effectiveness
* Defined and documented high-level business detail business requirements to meet stakeholder’s expectations.
* Worked with Workday HR and Workday Projects teams to make sure the overall configuration, testing and upgrading in Workday Financial system was happening in sync with the requirements and integration schedules.
* Assisted IT and QA teams in identifying, tracking, and fixing issues and validated the accuracy though Regression testing.
* Identify, verify, and document functionaland technical requirements using requirements management tools.
* Preparing Data Flow Diagrams and Use cases using MS Visio in the initial phases of the project to better explain the chain of events for the Team and to make sure the right technical process is followed.

**UPMC – UNIV OF PITTSBURGH MEDICAL CENTER, PITTSBURGH, PA, 15216| JANUARY 2016 – JANUARY 2018**

**Business Systems Analyst**

* Maintained the integrity and functionality of business unit systems by effectively performing **system** and **databasemanagement**. Validated inbound and outbound data through Webservices, using **Postman** and **Swagger** tools.
* Customized Scrum and crafted an in-house version specifically for the UPMC E-Portaland ID Card Management teams.
* Worked with Stakeholders of Medicare, Medicaid, and other departments to gather requirements on several Billing, Payment and Claim related functionalities on the UPMC E-Portal.
* Formulated Epics, Features and Tasks/User stories in VSTS and participated/led the **Backlog refinement** sessions.
* Partnered with internal business teams to act as subject matter expert on Programs like Medicare, Medicaid, OCSE, etc.
* Planned, prioritized, and delivered system enhancements and provided support to upgraded systems.

**ASCENSUS INC., DRESHER, PA, 19025|JANUARY 2015 – DECEMBER 2015**

**Business Analyst**

* Gathered requirements through brainstorming sessions, prototyping and sprint meetings.
* Conducted GAP Analysis by creating process flows highlighting the differences between the current (As-Is) environment versus the target (To-Be) environment.
* Created traceability matrices to map the functional requirements with test scripts.
* Monitored migration of applications from old school Mainframes to C# based Web services and Micro services.

**TATA CONSULTANCY SERVICES, HYDERABAD, INDIA, 500081| JUNE 2012 – DECMEBER 2014**

**Business Analyst**

* The first-ever RTGS (Real Time Gross Settlement) transaction of One Million rupees, through the SafeNet security module, was done from IDRBT to one of its client banks, under my supervision.

**INFORTECH, TOKYO, JAPAN, 110-0016 | MARCH 2011 – JUNE 2011**

**Developer Intern**

**EDUCATION**

**BACHELOR OF TECHNOLOGY IN INFORMATION TECHNOLOGY | CGPA: 8.20/10.0 | MAY 2012**

*GITAM University, Visakhapatnam, India*