**INTRODUCTION:**

I have been working as an **IT Business Analyst** from the last **9 years**. I have worked in **Healthcare, Finance and Banking, Retail** and **Pharmaceuticals domains**. I have worked on various different **SDLC methodologies** i.e. **Agile** and **Waterfall**. I have worked heavily on **process-oriented projects** like **process automation projects** and **process re-engineering projects**. I have worked with both **small** and **large sized teams** as well as **cross functional teams**. During these projects I have facilitated **sessions**, brought **stakeholders** together, gathered **requirements**, managed **changes** and done **project reporting** (which includes **ad hoc** as well as **daily, weekly** and **monthly status reports**).

|  |
| --- |
| **PROFESSIONAL SUMMARY:** |

* **9+ years** of **IT experience** as a **Business Analyst** in **business consulting** and **application development** with excellent skills in **client interfacing, requirement gathering, user support, problem solving** and **documentation**.
* Strong **organizational** and **planning skills**, ability to work well under pressure, self-motivating and versatile in **problem solving**.
* Possess strong capability to **communicate** with configuration manager, production manager and end users.
* Inclusive knowledge in **SDLC** and involved in all stages including **defining, designing, developing, debugging** and **deployment** of applications.
* Extensive experience in **requirement gathering, documenting, verification, validation, analysis** and **design**.
* Skillfully conducted **interviews, surveys, workshops** and **JAD (Joint Application Development)** sessions by using **design modeling** tools like **Microsoft Visio**.
* Rich experience in gathering **user (i.e. functional)** and **system (i.e. functional and non-functional) requirements** using various **requirements modeling** and **UML (Unified Modeling Language)** tools.
* Experience in translating **user requirements** into **technical specifications** and **mapping** the process **design workflows** for **SDLC (Software Development Life Cycle)** with **documenting** and managing **business requirements** using **Waterfall, Agile, Scrum, RUP (Rational Unified Process)** and **Spiral** methodologies.
* Involved in creating various artifacts like **BRD (Business Requirements Document), FRS (Functional Requirement Specifications), SRS (Software Requirement Specifications), Use Cases, User Stories, UML diagrams, data mapping documentation, RTM (Requirement Traceability Matrix)** and **reports**.
* Developed **UML** based **Use Case Diagram, Activity diagrams, Business process flow diagrams, Data flow diagrams** and **State chart diagrams** using **Microsoft Visio**.
* Supported in designing deeply **integrated applications** and **automation systems**.
* Considerable experience working with **onshore** and **offshore** **development** & **testing** teams.
* Experience conducting **User Acceptance Testing (UAT)** and writing **Test Strategy, Test Plan** and **Test Cases** for the same.

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Project Methodologies** | Waterfall, Agile, Scrum, RUP and Spiral |
| **Business Process Modeling Tools** | Rational Rose, MS Visio, Axure |
| **Requirement Management Tools** | Rational Requisite Pro |
| **Project Management Tools** | MS Project |
| **Testing Tools** | Quick Test Professional, Quality Center/ALM |
| **Defect Tracking Tools** | Rational Clear Quest, Quick Test Professional, Quality Center/ALM |
| **Databases** | Oracle, MS SQL Server, IBM DB2 |
| **Languages** | Visual Basic, Java, XML, SQL |
| **Front –End Tools** | MS Office Suite (Word, Access, Excel, Outlook, PowerPoint, SharePoint) |
| **Version Control Systems** | Rational Clear Case |
| **Operating System** | Windows, MAC OS, UNIX/Linux |

|  |
| --- |
|  |
| **PROFESSIONAL EXPERIENCE:** | |

**Merck & Co., Kenilworth, NJ Apr 2020 - Present**

**Senior Lead Business Systems Analyst / Project Coordinator**

**Roles and Responsibilities:**

* Acted as a **liaison** between the **technical** staff and **business** users. Also was responsible for communications between **Project team** and other related departments.
* Involved in **planning** timelines for **project management**, resources to successful completion and **product** delivery.
* Created **Risk Mitigation Strategy (RMS)** as part of the product **planning phase**.
* Performed in depth feasibility studies and **Gap Analysis**.
* Worked with **production** staff to identify and **map** detailed **transition processes**, identify **gaps** and **failure points**, perform **root cause analysis** and develop **requirements** that supported overall strategy, goals and objectives.
* Gathered **requirements** from **stakeholders** such as **compliance team, SME** and **Risk Team** by conducting **elicitation** techniques like **Interviewing** and **JAD sessions.**
* Elicited **requirements** from the client by conducting elaborate **interviews** and **requirement workshops** with them.
* **Interviewed** area experts by asking them detailed questions and carefully recording the **requirements** in a format that can be reviewed and understood by people on both **business** and **technical** sides.
* Created and reviewed **business requirements, functional specifications, project documentation** and **project schedules**.
* Facilitated various meetings with **stakeholders** and **Subject Matter Experts (SME)** in order to develop and refine the **requirements**.
* Created several **artifacts** such as the project **Vision and Scope Document** and **Business Requirements Documents (BRD)** according to industry best standards.
* Verified **compliance** documents and carried out **document analysis** on existing **AS-IS system**.
* Analyzed and designed **Use Case diagrams, Class diagrams, Sequence diagrams** to depict **transition process flows**.
* Implemented **Requirement Specification Document** and **Requirement Traceability Matrix** to verify the **functionality** coverage.
* Facilitating **Sprint planning, Daily Scrum, Sprint Review, Dev validation/ Story estimation, defect prioritization** and **Sprint retrospective** as **Scrum master** for 5 **Scrum teams** under **Agile - Scrum methodology**.
* Coached and mentored 5 **Agile teams** containing a total of 54 **team** members.
* Motivated the team under **Agile - Scrum methodology** to come up with quality shippable product and meet the **product** goals.
* Worked with **Product owners** under **Agile - Scrum methodology** on **artifacts** Such as **Product Backlog** and **Spring Backlog.**
* As a **SME** I guided the **business analysts** and other **team** members in the **Agile Scrum meetings**, guided in **documentations** and did **validation**s.
* Coordinated **mentoring** of various **applications** and their respective **transition process flows**.
* Involved in **Content management, Change Control** and **Version management**.
* Held **daily and weekly meetings** with the **technical** teams to communicate about any **changed requirements**.
* Guided **development** team in their tasks by conducting peer reviews/walkthroughs over enhancementsand new **change requests**.
* Participated in the **logical and physical design sessions** and developed **design documents**.
* Involved in creating the **Project Test Strategy** document.
* Involved in creating documents like **Test Plans** and **Test Cases** for **UAT**. Also assisted **QA (Quality Analysts)** in creating the same set of documents in case of **Integration testing, System testing** and **System Integration testing**.
* Conducted **UAT** sessions where I have also provided **training** to the **stakeholders** on the **applications** migrated.
* Prepared **training documentation** for end user groups.

**Environment:** Agile, Scrum, Windows, Rational Requisite Pro, Rational Clear Quest, Rational Clear Case, Java, XML, MS Office, MS Visio, UML, SQL, Oracle, TOAD.

**Wells Fargo, Minneapolis, MN Dec 2018 – Mar 2020**

**Senior Lead Business Systems Analyst / Project Coordinator**

**Roles and Responsibilities:**

* Managed the **project** effectively by maintaining brilliant work relations with the **stakeholders**.
* Solved **business** and **technology** problems independently and created innovative **business** solutions.
* Worked throughout the **SDLC** for detailed understanding of **requirements**, processes improvements & deployments and followed **Agile** methodology through every facet of the project.
* Coordinated with the **PM (Project Manager)** to make and maintain the documents like **Project Charter, Project Plan** and **Idea Creation Request (ICR)** along with scheduling the available resources and vendors.
* Efficiently conducted **sessions** along with **SME’s, developers, testing team** and **compliance team** to enable customers and developers to promptly agree on the **basic scope, objectives** and **specifications** of a **project**.
* Facilitated **stakeholders** strategic **planning** of **budget forecasting** and proposed enhancements to the project through **analysis,** decision process facilitation**, report preparation** and **tracked defects**.
* Conducted **JAD** sessions to determine **business requirements** by bringing the **stakeholders** and **IT** teams on a common platform and created target questionnaires for both of them.
* Conducted end user **interviews** for **gathering** and analyzing **requirements**.
* Created **Business Requirement Document (BRD), Functional Requirement document (FRD)** by **interviewing** different **stakeholders**, end users, **SME (Subject Matter Experts)** and **Solution Architects**.
* Prepared **Use Cases, Use Case Diagram**s to document the interaction between actors and the **system**. Used the **diagrams** for helping the **IT** teams such as **development** and **testing** in better understanding the **requirements**.
* Drew **Activity** and **Process flow diagrams** to depict the interactions between the **applications** to the management.
* Illustrated the progress and **flow** of the project to management by using methodologies such as **UML** and **data modeling** techniques.
* Tracked and maintained **stakeholder** requested enhancements and **changes** using **Traceability Matrix**.
* **Lead** group of 6 **Business Analysts** for Profile **team** and define process around breaking down **features** into independent **User Stories**.
* Co-ordinated with the **Release team** to align the **User Stories** with **Release schedule**.
* Created **User Stories** and co-ordinated with the **Release team** to align the **User Stories** with **Release schedule**.
* Allowed the **User Stories** under **Agile - Scrum methodology** into the **Sprint** based on **team velocity** and individual capacity.
* Initiated the **Agile Scrum methodology** for the **project execution**.
* **Documented** details of **hardware** and **software** installations and removals to comply with established procedures.
* Used **Mercury Quality Center** to maintain and manage **defects**.
* Conducted **technical/non-technical** presentations to the management and **training workshops** for the **clients**.
* Conducted **UAT** of system, developed and marinated **quality procedures** and ensured that appropriate **documentation** is in place.
* Worked with **development** and **testing** teams to determine **deployment** timelines.

**Environment:** MS-Project, Visio, Axure, Requisite Pro, Agile, Scrum, Clear Quest, QC, QTP, Jira, Oracle, Java, SQL, MS Office.

**United Health Group, Hartford, CT Jan 2016 – Oct 2018** **Senior Business Systems Analyst / Project Coordinator**

**Roles and Responsibilities:**

* Utilized **Agile** to configure and develop process, standards and procedures.
* Provided task **estimations** and **documentation** of procedures.
* Actively conducted **brainstorming, conducting semi-structured interviews** with the **stakeholders, end-users** to gather the **requirements** and conducted **sessions** for **developers, compliance team** and **testing team** to understand the **requirements**.
* Created BPR (**Business Process Reengineering**) charts for **AS-IS** and **TO-BE** **processes** of different **business functionalities**.
* Maintained a very close interaction between **business** users and **developers** to avoid any gaps in understanding or implementation of **requirements**.
* Prepared the **Business Requirement Document (BRD)** and **System Requirement Document (SRD)**.
* Wrote **Functional Requirements Document (FRD)** for the **defects** and **enhancements** and got approval from **business** for the **developers**.
* Did impact analysis for **changing requirements** and coordinated with **business** users for prioritizing the **testing/release** of the **changes**.
* Designed and developed **User Stories, Activity Diagrams** and **Sequence Diagrams**.
* Provided **ad-hoc reports** for **system-based projects**, acted as a **liaison**, managed **documentation** and increased **project coordination**.
* Developed the **Epics** and **Themes** for the **Scrum project** under **Agile - Scrum methodology**.
* Devised and prioritized the **Product Backlog** under **Agile - Scrum methodology** by conducting **requirement** churning sessions with various **Business / Product Teams**.
* Review **User Stories** written by Junior **Business Analysts** and provide constructive **feedback**.
* **Lead** group of 6 **Business Analysts** for Profile **team** and define **process** around breaking down **features** into independent **User Stories**.
* Work with **stakeholders / product owners** under **Agile - Scrum methodology** to **prioritize** the **User Stories** for **Sprint**.
* Worked on **Technical Design Documentation (TDD)** for providing the **technical implementation** details related to the project.
* Used the concept of **Reverse Engineering** in order to understand the loopholes in the previous **design** in order to subsequently improve it.
* Did **Data analysis**, created **data mapping** and **data interface documents** and kept the **documents** updated with **changes** in requirements and **functional specifications**.
* Wrote **SQL** Statements to extract **data** from **tables** and to verify the output **data** of the **reports**.
* Conducted **Integration testing** and **Regression testing** with **developers** in **development** and **QA** and **User Acceptance Testing** with **UAT** team.
* Designed, prepared and implemented **Test Cases** for **System testing** as well as for **User Acceptance testing**.
* Performed **Risk Analysis** based on **defect** severity and priority.
* **Tested User Interface** inconsistency and **application functionality**.
* Developed **Reports** and **Graphs** to present the **Stress Test** results to the management.
* Analyzed and **documented** system **release/deployment** issues according to **version management, backward compatibility** and **load balancing** of components in **production** environment.

**Environment:** Windows 7, Rational Rose, Requisite Pro, Test Director, SQL Server, Agile, Scrum, SharePoint 2010, Microsoft Office 2007, Application Lifecycle Management (ALM), .Net.

**Humana Inc., Louisville, KY        Oct 2014 - Dec 2015 Business Systems Analyst / Project Coordinator**

**Roles & Responsibilities:**

* For this project employed the **Waterfall methodology**, as it was a long term project intended to analyze and document the current state.
* Conducted **Change Management** process in accordance to **Waterfall methodology**.
* Involved in **detailed documentation** during each **phase** of this **Waterfall** project.
* Highly involved in understanding of department **workflows** and **process flows** with respect to the project based systems.
* Experience in working and conducting **Requirement engineering process** and **Business process modelling**.
* Worked with the **business/functional** unit to assist in the **development, documentation** and **analysis** of **functional** and **technical requirements.**
* Gathered **requirements** by conducting **interviews** with **end users**.
* Prepared the **Business Requirement Document (BRD)** and **Functional Requirements Documentation (FRD)** for providing the **functional** and **non-functional implementation** details related to the project.
* Involved in the output generation and **Interface development**.
* Extensive involvement in **data mapping** using the **data models**.
* Extensive use of the **front end** and **back end tables** for **data validation** purposes.
* Worked on the **inbound** and **outbound** **data** movement within the system.
* Responsible to meet the information demands of our **business** users by means of delivering timely, accurate, meaningful and standardized **data** and **reporting**.
* **Mapped** the collected **data** with the existing **data** provided by the various departments.
* Interacted with **developers** to **report software bugs** and **re-tested** the **fixed issues**.
* Met the **deadlines** and scheduled **daily meeting** sessions.
* Assisted the **QA** team and worked on **Quality Center**.
* Executed **workflow testing** for configuration, **business** process evaluation, and **defect** resolution for the system implementation phases.
* **Tested** the **changes** in the **front end** screens related to various modules.
* Responsible for configuration, compatibility and **UAT testing** of the **claim processing tool**.

**Environment:** Rational Rose, Rational Requisite Pro, Rational Clear Case, MS Visio, QTP, Waterfall, MS Project, MS Office, MS SharePoint, MS SQL Server, Windows XP, .Net.

**Cisco Systems Inc., San Jose, CA July 2011 – Aug 2014**

**Release Manager / Build and Release Specialist**

**Roles and Responsibilities:**

* Followed the **Waterfall model** of software development for this **project**.
* **Agile methodology** was the initial approach taken based on extremely tight schedule but finally adopted **Waterfall methodology** to adapt to the **changing scope** of the dynamic **project**.
* Involved in all major cycles and **phases** of the project from **scope definition, risk analysis, designing, development** to **User Acceptance Testing** and monitoring the **release** of the **product**.
* Followed the **Waterfall** methodology for the entire **SDLC**.
* Worked with the **project manager** for **planning** and organizing the **project** activities by communicating with other **business center mangers** and **stakeholders** of the **project**.
* Assisted project manager in preparing **project milestone plans.**
* Performed **gap analysis, cost/benefit analysis, risk analysis** and helped effectively translate **business requirements** to **design documents**.
* Met with various groups, including **business owners**, **SME** and **solution architects** for **requirements gathering** in definition stage.
* Gathered **requirements**, developed **Process Model** and detailed **business policies**.
* Collected and managed **requirements** to develop an efficient **E-commerce** system.
* Involved in **business analysis, project management** and coordinating between the **team** members according to the **business requirements**.
* Organized and conducted **project meetings, briefings, demonstrations, JAD sessions** and wrote the **meeting minutes** for the same.
* Created and maintained **procedures** and **documentation**.
* Prepared the **Business Workflow** using **MS-Visio** with input, output, pre and post conditions.
* Facilitated **meetings** among the **Change Management, Problem Management** and other relevant **teams** to discuss the impact of the **changes** and **problem tickets**.
* Actively resolved day-to-day **technology needs** of the **business** unit with a focus on the **analysis** of processes.
* Worked with the **project manager** to estimate **best/worst case scenarios**, track progress with **weekly** estimates of remaining work to do, conducting informal **ad hoc meetings** as needed.
* Conducted **weekly meetings** to provide status for resolving problems related to the **application enhancements**.
* Participated with **Network Administrator** and **Technical Team** in **network security design** using various **network** protocols.
* Developed recommendations and **designed** solutions for process improvements.
* Practically worked on **development** of **systems** to **mitigate** customer’s problems and concerns.
* Performed **Backend Testing** using **SQL** Queries to validate the **data** in **Oracle database**.
* Worked with the **clients** on the final signing process in the **User Acceptance** stages.
* Responsible to meet the **Service Level Agreement (SLA)** to deploy the objects in the **production environment**.
* Analyze problem tickets and provide solutions as per **SLA**.

**Environment:** Rational Tools Suite (Rose, Requisite Pro, Clear Quest), UML, QC, Jira, QTP, iOS, Android, Waterfall, WebSphere, .Net, Oracle, MS Visio, Quality Center, SQL, and MS Office

|  |
| --- |
| **EDUCATION:** |

**M.S. (Master of Science) in Electrical Engineering**

Wright State University, Dayton, OH, USA

2011

**B.E. (Bachelor of Engineering) in Electronics and Telecommunications**

Lokmanya Tilak College Of Engineering

Mumbai University, Mumbai, Maharashtra, India

2007