Jaspreet Aulakh

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• Seasoned Business Analyst in Agile, Scrum, and Waterfall SDLC methodologies with more than 10 years of experience in managing, supporting, and integrating enterprise solutions Industry domain: Infrastructure, Insurance, Banking, Finance, Global/Offshore, E-Commerce & Health Care, Media & Entertainment, Manufacturing & Industrial.
• Sound knowledge in managing stakeholders, teams, risk, scope, schedule, and cost. Manage budget and resources; perform quality assurance and quality control.
• Experienced in gathering user requirements, analyzing and preparing Project Deliverables such as Project Charter, Communications Matrix, Business Requirement and Functional System Design, Change Control, and Process Improvement, UAT, Automation.
• Experienced in Project Life Cycle, ADLC, SDLC, RPA, Mockups/Prototypes, JAD Sessions, Use Cases, RUP and UML.
• Documented the objectives, constraints and scope of the system.
• Performed Gap Analysis for new functionality requirements, as well as prioritized them based on actual business needs so as to align them with the product release roadmap.
• Involved in creating business processes and modeling diagrams using Rational Unified Process (RUP).

• Maintained the Requirements Traceability Matrix (RTM) across the deliverables of a project.
• Validate, verify, and account for all the deliverables of software development projects.
• Involved in review of Test Plans, Test Cases with the QA team to verify implementation of new features and enhancements.
• Chaired Requirement Gathering Sessions (RGS), Joint Application Development (JAD) sessions and Joint Application Requirement (JAR) sessions and lead the effort to get Business and System requirements base lined (stakeholder approval).
• Responsible for project staffing, project budget control, generating and monitoring the project plan and schedule, coordinating project activity between various project groups, and status reporting.
• Skilled in Object Oriented Analysis and Design with experience in creating Use Cases, Class Diagrams, Activity Diagrams, State Diagrams, Sequence Diagrams, Unified Modeling Language (UML) using MS Visio and Rational Rose to extract business process workflows.

Authorized to work in the US for any employer

Work Experience

Sr. Business/Process Analyst

AutoDesk - San Rafael, CA
September 2018 to May 2020

Project Scope - Robotic Process Automation (RPA)
Provide Robotic Process Automation (RPA) technologies that reduce manual process work in order to provide stakeholders with increased time for value-added activities, reduce the risk of manual errors, and improve speed of previously manual and time-consuming processes.

• Collaborate with business stakeholders to conduct current state (AS IS) process assessments and design future (TO BE) state solutions from multiple BU's (Client Services, HR, Finance, Sales, Accounting, Operation Transformation, Audit, etc.)
• Work hands-on with internal colleagues and Business Process SME's to understand business processes in detail for automation review.
• Work with business stakeholders to understand the productivity impact of the automation, calculate Financial Impact and Return on Investment (ROI).
• Capture Process Requirements and prepare Process Design Document (PDD) for Developers to Build SDD to automation development.
• Gather process information by leading and/or participating in various types of workshops, interviews, meetings or walk-through sessions to define, design and configure automation solutions.
• Capture and analyze process data to identify problems and establish baseline metrics
• Document business and technical requirements for desired RPA process automation
• Designing and optimizing RPA based automated processes, running functional test of automated processes, working with the business to identify opportunities for improvement in business operations and processes.
• Analyze and observe processes to understand interdependencies, and applications used to complete each process.
• Manage (UAT) testing and sign-off of automated solutions with business stakeholders and the RPA developers.
• Provide input to the development of formal business cases when new or enhanced business solutions are proposed;
• Coordinate technical changes, verifying testing results, and adhering to technical and business standards compliance;
• Provide updates on fixes to known issues and planned updates and upgrades;
• Troubleshoots application issues and system error and escalates to Tier 3 or vendor as required
• Support in project planning and communication for RPA initiatives,
• Successfully deployed 30+ automated processes.
• Manage all live automation to ensure operations/maintenance for each process is running successfully.
Environment: MS office Suite, MS-Excel, Power Point, Visio, MySQL, Teams, (AA) Automation Anywhere, UI Path, Studio X, UIPath Explorer, SharePoint, Salesforces, JIRA, DemandTools, NetSuite, LOOKER, PlanGrid, SAP, Anaplan, Seibel, S4 Fiori, BMT (Business Modeling Dashboard), QlikView.

Sr. Business Analyst
PayPal - San Jose, CA
July 2016 to May 2018

Project Scope - Merger/Acquisition
M&A IT Integration partners with the Business Unit, Corporate M&A and cross functional teams to plan and manage the IT integration of PayPal's mergers, acquisitions, and divestitures. Merger and Acquisition of San Francisco, Xoom has 1.3 million active customers in the United States who send money to and pay bills for family and friends in 37 countries around the world in a secure, fast and cost-effective way.
• Creating process diagrams and workflows for IT integration, HR Employee conversion, Email Integration, Network and IT integration, Citrix application testing.
• Assisting in project planning and provide business systems analysis on front end of projects.
• Working with each work stream vertical to capture active application that will be utilized by Xoom employee once on boarded.

• Working with Citrix Team to grant access to all necessary vertical application owners, train each lead on accessing PayPal Corp network through Citrix for application UAT.
• Building Citrix platform for Xoom employees to access application URL via Citrix with PayPal laptop using VPN. Testing access of application URL via Citrix from Xoom office with Xoom laptop.
• Working with vertical application owners to UAT each application and log/resolve issues.
• Worked with Network Security to open firewall/ports to open communication channels for authentication testing
• Managed Authentication issue with any current/existing application hosts
• Creating work breakdown structures, process mapping in support of project planning process.
• Supporting build deliverables, planning and performing authentication testing for applications
• Created Project Budget Tracker for EMEA, AMER, APAC.
• Providing end-user training and creating end-user documentation for users to access Citrix.
• Network architecture design and diagraming for PayPal and Xoom server
• Office buildout with PayPal policies for Xoom SF and Xoom Guatemala.
• Share Point Develop effective business designs for new application based on business unit requirements
• Expertise configuring form libraries, lists, workflows, team sites, content management sites, user permissions, enterprise search, security, and reporting services
• Providing support in the on-going development and implementation of policies, processes and systems necessary to support Xoom.
• Working closely with other business and technical teams and service providers to assure new functionalities are secure and meet regulatory and contractual requirements.

Environment: Citrix, SharePoint, Kronos, MS office Suite, MS Project, MS-Excel, Power Point, Visio, Box, Smart Sheet, Space Planning, SAP,

Sr. Business Analyst
eBay Inc - San Jose, CA
September 2014 to June 2016

Project Scope - RSA Upgrade/Migration
RSA Authentication Manager is a Platform behind RSA SecurID that allows for centralized management of the RSA SecurID environment including authentication methods, users, applications, and agents across multiple physical sites. It verifies authentication requests and centrally administers authentication policies for organizations' end users.
• Created JIRA ticketing process for application owners to engage with RSA team to enable 2FA for new Agent hosts to RSA AM 8.1, Helpdesk requesting admin rights for new team member, helpdesk escalation for user support, bulk administration request from helpdesk, and any other issues related to RSA
• Worked with Network Security to open firewall/ports to open communication channels for authentication testing
• Managed Authentication issue with any current/existing application hosts.
• Create work breakdown structures, process mapping in support of project planning process.
• Supporting build deliverables, planning and performing authentication testing with RSA 8.1 test environment
• Provided end-user training and creating end-user documentation for RSA self-service Portal
• SME for new HDAP (Help Desk Administration Portal) software

• Document and design current and future IT enabled solutions and drive all relevant business analysis to ensure the most effective recommendation are made for successful solution and project plan completion.
• Network architecture design and diagraming for eBay and PayPal server
• Provided support in the on-going development and implementation of policies, processes and systems necessary to support the RSA 8.1 upgrade/migration
• Work closely with other business and technical teams and service providers to assure new functionalities are secure and meet regulatory and contractual requirements.
• Collaborate and effectively work with multiple departments and stakeholders from across the organization to test and authenticate RSA6.1 application with new RSA 8.1 test environment.

Environment: MS office Suite, MS Project, MS-Excel, Power Point, Firewall Checker tool, Visio, SharePoint

Business Analyst
E*TRADE Financials - Menlo Park, CA
June 2014 to September 2014

Project Scope - Hard Data Range Partition:
E*TRADE has been falling "Scale up" database strategy to meet the growing demands put up on a database. Even though simpler to manage, failure of an important database can cause trading flow outages. The alternative "scale out" strategy is to partition data into multiple independent databases or adopt a database cluster solution to address the performance and single point of failure.

• Map out current processes and proposals for improvement
• Thoroughly document project requirements and designs
• Create work breakdown structures in support of project planning process.
• Leverage product knowledge, problem solving skills, and internal resources to achieve successful designs and delivery.
• Assist with technical presentations for stakeholders and management to communicate processes and procedures.
• Review existing documentation, soliciting user requirements through interviews and workshops, and researching industry standards to determine best practices in specified areas.
• Collaborate and effectively work with multiple departments and stakeholders from across the organization to negotiate and establish priorities

Environment: MS office Suite, MS Project, MS-Excel, Balsamiq, Visio, Snagit,

Business Analyst
Chevron - San Ramon, CA
December 2013 to June 2014

Project Scope - Global Information Link (GIL) 3.5 is about strategically implementing a Lifecycle Management (LCM) solution for planning and upgrading GIL components; delivering the framework to facilitate the replacement of core software (Operating System, Microsoft Office, Internet Explorer) and managing hardware inventory through Chevron.

• Responsible for providing research, data analysis, and reporting in support of business decision making, business strategy, and sales operations.

• Identified and recommended appropriate information & technology capabilities to best support key end-to-end business processes.
• Developed Hardware Budgeting and Allocation Reports for End of Life Hardware for Individual Business Units (BU's) managed by Information Technology Company (ITC).
• Automated dashboards to represent completion time for individual BU's, migrating from Windows Vista to Windows 7.
• Developed high-level metrics/reports created for key stakeholders to validate level of completion would meet scheduled Vista Decommission date.
• Conducted "As-Is" business process interviews with business process stakeholders at ITC Infrastructure Assets (IA) to gain an overall understanding of their core functions and business systems that comprise the current operational activities.
• Performed Agile and Scrum Applications development lifecycle throughout the GIL 3.5 Project.
• Lead and manage hardware infrastructure business process improvement effort in support of a large IT project inside IA program.
• Documented BU business activities based upon conducted "As-Is" interviews.
• Created wire frame diagrams for GIL 3.5 LCM SharePoint redesign.
• Developed and deploy GIL 3.5 LCM SharePoint site.
• Validated SharePoint business rules and develop governance for all GIL 3.5 Project artifacts based upon project work stream leads' approval.
• Developed timelines for project delivery, and managed projects and resources to successful completion.

Environment: Visio, MS Project, MS-Excel, Prochart, Balsamiq

Business Data Analyst
Hyundai Capital America - Irvine, CA
June 2013 to August 2013

Project Scope - Analyzing Gaps between existing databases

• Performed thorough GAP Analysis to check the compatibility of the existing software functionalities with the new business requirements.
• Agile and Scrum software development lifecycle.
• Performed business process mapping for change requests and new requirements.
• Attended meetings with the clients and technical lead to discuss the enhancement issues and future design modifications.
• Conducted JAD sessions with Subject Matter Experts (SME).
• Responsible for gathering requirements and developed Requirement Traceability Matrix (RTM), writing functional specifications.
• Analyzed, documented and managed requirements as well as changes to requirements using Rational Requisite Pro and captured them into BRD and FSD.
• Extracted data using MS SQL.
• Contributed in the database design with ER-models.
• Responsible for feature enhancement and performance tuning in both SQL Server and MS Access environments.
• Developed use case diagrams, use case models, state diagrams and class diagrams based on UML methodology.
• Created wire frame diagrams for UI.
• Validated business rules and all artifacts with users, approval and sign off.

• Developed timelines for project delivery, and managed projects and resources to successful completion.
• Conducted Business Validation Testing in the final phase of software development process to check the functionality of the software.

Environment: VB.Net, Asp.Net, C#.Net, Java Script, HTML, XML, SSIS, DTS, Windows XP, LPS Mainframe, VisualStudio2005, 2008, 2010, Quality Center, Snagit, Visio, MS Project, MS-Excel

Business Analyst

All State Insurance - San Francisco, CA
May 2011 to June 2013

Project Scope - Customer's online profile maintenance
All State Insurance offers various insurance policies to customers like providing health, life and Auto Insurance. All State's Web Portal incorporates a wide range of features for policyholders and new customers. Worked on an application that took care of online account services which included member enrollment, account summary, billing history, online payments, updating customer profile, ordering auto insurance ID cards, claims, and subscriber billing. Project was involved in developing more efficient and quick-time response system for a higher performance at the user's end.

• Implemented over 20 projects in RUP SDLC environment typical 1/2 releases per month with 5/10 co-located team members for functional enhancements in the IAM workflow to support Business needs and to incorporate latest Federal regulations.
• Provided business analysis, process documentation, re-engineering and build out of data lifecycle, strong leadership, strong process execution.
• Manage design, development, and implementation of project phase to include, but not limited to gathering and defining the project requirements; obtains staffing requirements; and forming project teams. Typical continuous RUP, Agile, Scrum SDLC and Waterfall SDLC.
• Assisted in conducting business research by gathering data, identifying options, performing cost-benefit analysis and business case to prepare project charter for each phase.
• Performed Business Process Re-Engineering/BPM and Business process analysis on FS Management.
• Gathered information from the source team to know the underlying schema in the data warehouse to work on the gathered requirements from the business team.
• Worked closely with information systems team, leveraging knowledge of the business needs, to help scope, design, and implement new systems within the organization.
• Worked with cross-functional process team members to ensure that best practices and central application infrastructure is leveraged.
• Conducted project kickoff meetings; communicate roles and responsibilities and project expectations; ensure project teams have tools and training required to perform effectively.
• Provided work direction and leadership to assigned projects, including scheduling, assignment of work, and review of project efforts.
• Worked on Process Automation Tool / technology landscape familiarity.
• Monitored project milestones and critical dates to identify potential risk to project schedule; identify ways to resolve schedule issues; keep management current on any changes.
• Conducted variance analysis from the project baseline; performance reporting, develop and implement approved changes as necessary to ensure adherence to cost and schedule performance baseline.

Environment: VB.Net, Asp.Net, C#.Net, Java Script, HTML, XML, SSIS, DTS, Windows XP, LPS Mainframe, VisualStudio2005, 2008, 2010, Quality Center, Snagit, Visio, MS Project, MS-Excel

Business Analyst
JPMorgan Chase - San Francisco, CA
November 2009 to April 2011

Project Scope - Merger of JPMorgan Chase and Washington Mutual
Project Scope - HAMP
The goal of the project is to support de-conversion from WaMu Hogan systems to the Chase system with a 19.6 million Checking, Savings, and Time Deposit Accounts base, to meet the JP Morgan Chase standards and continue the tracking of different aspects of those accounts like loans, managing balance etc. The focus is to have successful migration of the user accounts from WaMu to JPMorgan Chase.
The Home Affordable Modification Program (HAMP) is created to help homeowners modifying loans to avoid foreclosure for the homeowner and help them with payments over long term. Create a web-based application for borrowers to start a loan modification application with JPMC.

• Coordinated entire SDLC (Agile/RUP and Scrum methodology) and ADLC (application development life cycle) after project initiation up to project close out. Typical process included but not limited to Project initiation, Requirements Gathering, Technical Specifications/Design, Final Sizing, Development, Integrated Systems Testing (IST), User Acceptance Testing (UAT), Update Process/Procedures, Training, Pre-Implementation, Go/No Go, Implementation, Post Implementation, Project End (Close Out).
• Conducted detailed technical analyses/review of all proposed projects and coordinate with business/ technical analyst to incorporate/add missed requirement if any.
• Participated in stakeholder's meetings during post requirement session to provided system requirements inputs.
• Worked with multiple lines of business to manage application teams and develop an extensive Data Warehouse, Business Objects and Project Management reporting.
• Involved in process automation and re-engineering.
• Provided strategic and technical analysis for System Design within the TOG (Technology Operations Group) combining processes and procedures from ISD (Development Management).
• Prepared Functional Systems Design (FSD) incorporating entire business requirement and present it during Design meetings for approval.
• Coordinated and supported developer(s) during development phase to ensure smooth and seamless update.
• Facilitated/participated in daily IST (Functional Test) and UAT (User Acceptance Testing) meetings.
• Interact and interface with various teams during testing phases to ensure project timelines are met; and track and resolve open issues.
• Ensured Change Management protocol for scope change during the entire project. Assess effort estimate, impact to project timeline due to scope change, and provide new baseline if required.
• Investigate post production defects, analyze and collaborate with multiple business users facing issues, provide research finding and resolve problems.

Environment: MS Visio, MS Project, MS-Excel, Teradata, J2EE, Oracle 10g, SAS, UNIX, Agile/Scrum SDLC, Quick Test Pro, Load Runner

Business Analyst
MasterCard Worldwide - Walnut Creek, CA

November 2007 to May 2008

Project Scope -Fraud Prevention: MasterCard® Online Authentication Service (OAS)
As a founding payment brand, MasterCard, along with other industry colleagues, developed the Payment Card Industry Data Security Standard (PCI DSS). In order to help acquirers, merchants and service providers achieve compliance with this critical standard, MasterCard offers the Site Data Protection Program (SDP). MasterCard wanted to add an important component to its SDP suite: MasterCard® Online Authentication Service (OAS).
MasterCard® Online Authentication Service (OAS) was aimed to meet the needs of all e-commerce participants by offering flexible and robust solutions for online payment authentication. The purpose was to reduce fraud related costs for issuers by allowing them to verify customers at the point of purchase online.

• Monitored execution of all deliverables.
• Managed internal and external consultant resources ensuring the project team has the necessary skill sets to complete the project.
• Established the project's overall critical path and confirming that all project phases adhere to the agreed-upon timeline.
• Assisted project team in troubleshooting and finding solutions to unforeseen issues.
• Utilized Agile and Scrum SDLC methodologies to facilitate project fulfillment and delivery.
• Developed and monitored project budget.
• Communicated with stakeholders, team members and other project managers on project status, including progress, risk and any issues that may have an impact on project delivery.
• Managed customer expectations and proactively closing expectation gaps.
• Ensured that project team is adhering to all standards and processes as defined by the client.
• Conducted JAD sessions with the SMEs, users and support team to gather the requirements.

Environment: Rational Enterprise Suite (Rose, Clear Case, Clear Quest), J2EE, MS Visio, MS Project, Clear Quest, MS Project, WBS Chart Pro, MS Office

Education

Bachelors
Concordia University - Irvine, CA

Skills

- Quality Management: Quick Test Professional, Bugzilla, Quality Center
- Microsoft Windows 95/98/2000/XP
- 7
- 10
- UNIX
- OX10
- MS SQL Server 2005
- 2008
- MS Access
- Toad

- Oracle 8i
- Oracle
- 9i
- Oracle 10g
- SSRS
- SAS
- HTML
- XML
- XHTML
- AJAX
- MS Office Suite
- Teams
- SharePoint
- Salesforces
- JIRA
- Demand Tools
- NetSuite
- LOOKER
- PlanGrid
- Anaplan
- SAP
- UIPath
- StudioX
- UIPath Automation Anywhere (AA)
- APPIAN
- Explorer
- Seibel
- S4 Fiori
- BMT (Business Modeling Dashboard) MS Project
- MS Access
- MS Visio
- Snag it
- MS FrontPage and WBS Chart PRO
- Visual Source Safe (VSS)
- SDLC Agile/Scrum/Waterfall
- RUP (Rational Rose, Requisite Pro, ClearCase, ClearQuest)
- Data Modeling
- Business Modeling
- UML
- Use Case Diagrams
- Activity
- Class Diagrams
- SQL
- Git
- Test Cases
- User Acceptance Testing
- Requirements Gathering