

Utpala Lingalwar, CSPO

Exploring Opportunities | Business Analyst | Business Systems Analyst | Technical Product Owner | CSPO

Bentonville, AR 72712

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- 6+ years of Business Analysis & Product Management Experience in software industry for Global Business Services, Ecommerce, Platform & Mobile Apps.
- Expertise in Product Management, Business Analysis, Software Development Lifecycle (SDLC), Business Analytics, Market Analysis, Requirement Analysis, Operations, Retail Ecommerce and Ops.
- Proficient in interviewing Stakeholders, Product Roadmap, Product Planning, Requirements Gathering, Backlog, Grooming, Sprint Backlogs, Agile Development, Software Design, User Experience, and UAT Process.
- Strong Expertise in Business Analysis, Product & Project Management, Workflow Design, Engineering & QA, Risk, Product Ideation, Legal, Operations, Business Development, and Sales & Marketing.
- Expertise in all phases of Business Development Lifecycle, Product Life Cycle, Software Development Life Cycle methodologies in Agile, Agile XP, Agile Scrum, Rational Unified Process (RUP), and Waterfall Model.
- Proficient in drafting Business and Technical Requirements, by documenting Product Requirement Documents by defining Agile Epics, User Stories, Architectural Flows, User Flows, Use Cases, and UAT Test Cases.
- Experienced in Retail, Ecommerce, Order Management System, Tableau, Salesforce, SAP HCM, Marketing Automation, Ecommerce, Mobile Apps and Platform Services.
- Expertise in Organizational Management, Personnel Administration, Time Management and Payroll Administration. Exported/Imported data between different data sources using SQL.
- Data cleansing, Exploratory analysis, Explanatory Analysis and Data Visualization using Python to extract relevant by using Data Modelling, Data Warehousing, and ETL concepts.
- Involved in requirement gathering and data analysis and Interacted with Business users to understand the reporting requirements, analyzing BI needs for user community.
- Utilized ETL to perform data extraction, manipulation and procession and load the data into database with MySQL.
- Developed Tableau visualizations and dashboards with multiple panels and parameters using Tableau.

#readytowork

Willing to relocate: Anywhere

Work Experience

BUSINESS ANALYST (Consultant)

Walmart - Bentonville, AR

October 2019 to Present

Lead the ABSS Porter transformation project from technical product management standpoint, by defining product requirements, scope, implementation plan and Product Roadmap.

- Worked as liaison between Business, Product Owners, and Engineering team by leading the Requirements

Gathering, Documentation, maintaining the JIRA Dashboard and Confluence Page for the ABSS PORTER Project

- Defined the Technical Product Roadmap by writing detailed User Stories, Epics, Tasks, Bugs and Use Cases from End-to-End User Flow for New Candidate Service.
- Defined the complete technical plan for the Engineering team to prioritize functionalities, and feature sets for each quarter along with User Acceptance Testing (UAT) Plan.
- Worked Closely with the Business and cross-functional Product Managers to align with the technical product roadmap, define strategy to prioritize features sets, identify Gaps, Risks, and dependencies across the teams.
- Strong understanding of the Agile Product Lifecycle, Scrum, Sprint Planning, Backlog Grooming, assigning tasks, Day to Day Scrum Meetings, documenting Risks and Gaps, and prioritizing the requirements.
- Identified and defined the Business Test Cases, UAT Test Cases, Usability Interviews with various stakeholders, capturing requirements, performing business analysis and tracking the development.
- Documenting Business Requirements, translating them into Technical Stories and Test Cases, creating a Prototype

Model for the Business to Review and identifying best solutions.

- Translated Business Requirements into Product Roadmap, Technical Requirements, User Stories, Test Cases, Use

Cases and creating a Prototype Solutions for the Leadership to review.

- Defined the KPI Metrics to be captured for the new PORTER System for HR Department, to identify User Behavior based on New Candidate, Edits, Changes, Audit Logs, and any update to the Candidate Profiles.
- Conducted hands on analysis for the existing Candidate Metrics from Legacy Systems, and prioritizing features for the new PORTER System, by identifying the usage, clicks, edits, and onboarding.
- Created JIRA Dashboard and Confluence Dashboard for cross-functional teams to track the progress of the project with simple usability by identifying the team, goal, summary, sprint timeline, roadmap, and backlogs.
- Lead the Scrum teams by conducting day-to-day scrum daily stand-ups, blocker reporting, prioritizing production bugs, and defining the Deployment Schedule with the Engineering Teams.

BUSINESS ANALYST (Consultant)

Inspire Brands - Atlanta, GA

October 2018 to October 2019

- Translate Business and Functional Requirements into Technical Requirements in terms of flushing out Technical Product Requirement Documents and Technical Specifications.
- Work as an Engineering expert on deciding the MuleSoft interaction and integration with Workday HCM module, as what API's needed for Request and Response.

- Execute to ensure all Service Management Processes were followed and all incidents and requests are addressed within the required time to adhere to Service Level Agreements (SLAs).
 - Design and Implemented RESTFUL Web Services using various data format (JSON, XML) to provide an interface to the various third-party applications.
 - Create Mule flows to integrate Data from various sources into Database from Active MQ topics and queues and some transformations were also done at the integration layer.
 - Executed exception handling test cases for Mule ESB endpoint OAuth by defining sequence flows for integrating components like API's, Connectors and scopes for different platforms using Mule ESB for XML to CSV Conversion.
 - Responsible in developing integration workflows using Mule ESB framework and implemented Data Weave and content-based routing using Mule ESB.
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- Maintain the group focus, leads the discussion toward stated goals and manages the group dynamics in facilitation requirements gathering sessions.
 - Review engineering code, administration and training documentation for improvements and impacts to our platform systems and releases.
 - Responsible for preparing Mock Up's and need to take client approval. Develop tools that supported the decision making and business cases by summarizing needed information for reporting.
 - Defined and documented the Business rules (Technical Specifications) for Electronic Authorizations and demographic update with various clients such as Workday, Polaris, Altametrics, etc.

Business Systems Analyst

TekWissen LLC - San Francisco Bay Area, CA
June 2018 to September 2018

- Developed Engineering process models for projects and demonstrations using business process model and enterprise architecture models for the Management Systems.
- Performed analysis of stakeholders, platform systems, processes and workflows, translate internal client requirements into project summaries and requirements, analyze potential solutions for business suitability.
- Performed ETL Process using Tableau, SQL and MS Excel on large data sets for analyzing daily reporting KPI Metrics to the senior management and cross functional teams.
- Identified and Analyzed relational data, prepared datasets, generated reports and facilitated data management processes through Advanced Excel and Power BI.
- Performed GAP Analysis on the requirements, by interviewing various teams, projects, products and understanding the end-to-end product life cycle.
- Lead requirements sessions, wrote user stories by interviewing key internal stakeholder, Business teams, Development teams (Offshore/Onshore) and assisted in release deliverables.
- Defined Business rules based on the understanding of the existing platform, future capabilities, new functionalities, by interviewing various cross-functional Business Stakeholders and drafting functional design documents
- Prepared Business Requirements Documents (BRD) after the collection of functional requirements from system users that provided appropriate scope of work for technical team to develop prototype.
- Performed requirements walkthrough with the development team, cross-functional engineering teams and user experience team in deriving the product requirements for the business stakeholders.
- Updated MySQL database with cleaned brands data, developed stored procedures, tables, views, etc. for easier processing of data. Utilized SQL, Advanced Excel function to perform statistical analysis of the business data.

- Worked with Security and Database team to understand the business requirement and what data they have.

Collaborated with data engineering teams to improve data assets, quality, metrics and insights.

- Increased annual revenue by recommending improvements KPI Sales by product category and Inventory to sales ratio. Exported/Imported data between different data sources using SQL.

Graduate Student Assistant

Rivier University - Nashua, NH

January 2017 to May 2018

Managed the University Website features supporting and monitoring academics of the coursework's for students and future students by defining the catalogs.

- Experienced and Analytical in Managing User Accounts, Documents Processing, and aiding the international students for admissions, course evaluation, and immigration details.
- Defining schedules for graduate programs, identifying key areas where there is scope of improvement and alignment in terms of Graduate Student Process.
- Documented requirements and design documents for new product ideas and innovation around the portal for maintaining University student records.
- Maintained the University Website by launching new functional features which would support students and academic faculties to monitor the coursework and its assignments tagged to the student.

Business Analyst (Consultant)

VN Group - Pune, Maharashtra

September 2015 to September 2016

- Responsible for defining Product Requirement Documents (PRD) from Business & Technical standpoint, by identifying impacts with cross-functional stakeholders and Business Issues.
- Assisted as a SME for 3 Teams comprising a total of 3 Technical Product Managers, 4 Technical Leads and 3 Program Managers for maintaining backlogs, timelines, services, backend & frontend, and API Support.
- Lead market research, competitive analysis, search analysis for Asian market through data extraction, modeling and analyzing large datasets from Teradata to assess the Business impact.
- Worked as a liaison between Business and Engineering teams, and lead Technical Requirements, Documentation, maintaining Project Agile JIRA Board and Confluence / Wiki Page.
- Collaboration of requirements from various stakeholders through statistical analysis by creating user prototype interfaces to identify and validate business process and functional requirements.
- Translated Business Requirements into Technical User Stories for the Engineering Development teams by creating the Backlog in JIRA and leading the Backlog Grooming Sessions.
- Wrote test cases, use cases and performed Regression Testing and User Acceptance Testing (UAT) with Business Applications on identifying the key Customer focus needs.
- Prioritize Business Requirements for Supply Chain Order Management, Contract Management, by drafting detail process mappings and flow diagrams as when the order is placed on the Portal till Checkout.
- Co-ordinated with Cross-functional teams such as Finance, Logistics, PMO, Project Risks, etc. to understand the upcoming launches and be the supply chain POC to provide updates and take actions.
- Performed Data visualization, building dashboards, reporting KPI's Metrics & Business Metrics, and data modeling by data mining through ETL process, through SQL for Oracle 9i and Teradata.

- Conduct regular incident reviews, manage major incidents through ServiceNow, and Service OutageManagement process by coordinating resources and management getting affected by the platform or services.
- Identified patterns, performed exploratory and descriptive analysis, explored feature distribution after model assumption validation using Python.
- Developed Tableau visualizations and dashboards with multiple panels and parameters using Tableau desktop
- Solid skills knowledge in statistical methods, including regressions, predictive models, cross validation, hypothesis test, and probability.
- Updated MySQL database with cleaned brands data, developed stored procedures, tables, views, etc. for easier processing of data.
- Utilized SQL, Advanced Excel function and Python to collect and perform statistical analysis of the business data.
- Drafted detailed workflow from Order Management Perspective, including interaction with Siebel, TIBCO, SAP,UCM and Operational team in assisting the development process impacting cross-functional teams.
- Participating in UAT, UAT Test Plans, Test Cases, Usability Application Testing, UAT Requirements, making systems ready for UAT, identifying key Services to have the UAT to be performed successfully.
- Identified issues and Bug troubleshoot found during UAT or after UAT in Production, creating Bugs and reporting to the respective teams to have the solutions in place.

Business Analyst - Sap Functional Consultant

Virtual Soft Pvt. Ltd - Pune, Maharashtra

June 2012 to September 2016

- Lead multiple Ecommerce and Platform projects for Virtual Soft Clients in Pune Area, India.
- Implemented and Delivered new functionalities, and technical specification for major Automotive Clients.
- Work with cross-functional teams like Compliance, Product, Operations, Internal Audit, IT, Marketing & Sales
- Worked on implementing the Security Model (Object, Field & Record level) in Salesforce.com.
- Salesforce Customization, Creation and maintenance of record types, page layouts, objects, tabs and fields.
- Derived Validation Rules, Workflows, Formulas for Creating roles, profiles, page layouts in Salesforce.
- Analyze SFDC & SAP data by exporting in excel, validate data using VLOOKUP, pivot tables, and formulas.
- Developed and implemented SAP ECC 6.0 for validation in the Business Scope requirements.

Business Systems Analyst (Consultant)

Mercedes Benz R&D - Pune, Maharashtra

June 2012 to September 2015

- Worked on the Ecommerce Order Management Portal for Inventory Supply Chain and Operations.
- Responsible for capturing requirements from various stakeholders by writing user stories, epics, drafting. Product Requirement Document (PRD) and maintaining the Product Backlog.

- Prepared the Functional Application Design documents, and finalized configuration scripts, reports, design tools for the development team and initiated the scrum product development.
- Lead the Business Workshops, to identify key requirements from various stakeholders, cross functional team,
- Analytics, User Experience, Product Management, and Engineering team.
- Created test plans from the Product backlog, Business Requirements, User Stories and from maintained. Automated Functional Testing aligning with the Agile Scrum team.
- Lead the Engineering team, from identifying the requirements, design, development, develop creative solutions and testing through launch from End-to-End Product Standpoint.
- Creating User Workflow, Systems Workflow and Architectural Diagram using OmniGraffle, Visio Swimlane, for the Business and Technical Teams to identify the complete end-to-end product strategy.
- Performed ETL process for evaluating data and resolve data quality issues by analyzing gaps in process and source files, which reduced significant number of data issues.
- Executed ETL process through SQL Queries, Microsoft SQL, SQL Reporting Services, SQL Analysis and integration through creating VLOOKUPS and Pivot tables in MS Excel for large data sets.
- Assisted 3 Product Managers and 2 Program Managers, on requirement system analysis, product strategy, product roadmap, planning, execution and User Acceptance Testing.
- Followed ASAP Implementation methodology and designed the HCM processes including ESS and actively involved in As-Is study of the processes and preparing To-Be scenarios, Finalization of Business Blue Print (BBP) for all the modules of SAP Customer Relationship Management (CRM) HCM.
- Responsible for interfacing & coordinating with business analysts and end-users on behalf of the client to understand business requirements, meticulously clarify issues, gather feedback on finished product, review optimized code and coordinate integrated & acceptance testing.
- Liaison between Business, Retail, Sales & Marketing, and Engineering team, by translating Business Requirements into Technical Requirements.
- Accountable for gathering requirements from different stakeholders, external clients and internal teams by drafting project technical specifications, functional requirements, user-stories, wire-frames, UAT & QA Scripts.
- Responsible for MDM interfaces for Customer Master, Vendor Master, Material Master for WM & PP. Generate various standard reports and present to the senior management.
- Requirements gathering for SAP z-reports and working closely with Engineering & Product teams. Lead a team of analysts for Product training module as per the needs.

Education

Master of Science (MS) in Computer Information Systems

Rivier University - Nashua, NH

May 2018

Bachelor of Engineering in Information Technology

RTMNU Nagpur University - Nagpur, Maharashtra

April 2012

Skills

- Analysis Skills - o MS Excel
- Technical Skills - o JAVA
- J2EE
- C
- C++
- C#
- .Net
- HTML
- XML
- CSS
- JavaScript
- Oracle 9i o Teradata
- Tableau
- SAP R/3
- ECC6.0
- Salesforce Admin (SFDC)
- CRM
- SQL
- MySQL o Security Controls
- Workflows
- Page Layouts
- Objects
- Customization
- Validations
- Formulas. 1|Page
- Pivot tables
- VLOOKUP
- IF-else SUMIF
- COUNTIF
- Business Analysis
- Systems Analysis o SDLC Methodologies
- MS Office Suite
- SQL
- MS Access
- UML
- Sequence Diagram
- SharePoint o Use Case
- User Stories
- Acceptance Criteria
- KPI Metric Analysis
- Analytics
- Tagging
- Test Cases
- Metrics
- APIs
- Agile

- Requirements Gathering
- User Acceptance Testing
- Scrum
- Jira
- Business Requirements
- Microsoft SQL Server