**PROFESSIONAL SUMMARY**

**Business System Analyst** with **6+ Years** of diverse IT experience in **Finance, Oil & Gas, IT** and **Healthcare** domains with solid understanding of System Development Life Cycle methodologies including Agile and Waterfall and techniques, as well as Unified Modeling Language (UML) using modeling tools such as MS Visio.

* Highly motivated Business System Analyst with experience in all phases of the **Software Development Life Cycle (SDLC)** including **Requirements Gathering**, **Analysis & design**, **Implementation**, **Testing**, and **Deployment**
* Proficient in using **Agile methodologies** and expertise **Daily Scrum** Sessions, **Sprint Planning** Meeting and preparing/analyzing **Burn Down Charts**.
* Conducted **Joint Application Development (JAD)** Sessions and interviewed Subject Matter Experts (SMEs) and Stakeholders, asking detailed functionality aspects of business process and carefully gathered the **Business Requirements** in an easily understandable format.
* Performed **Feasibility Analysis** and **Gap Analysis**
* Experience in developing **Business Requirements (BRD)**, **Functional Requirement Document (FRD), and Functional Specifications** as well as creating **Use Case diagrams**, **Activity diagrams** using **MS Visio**.
* Analyzing/reviewing **Test-Cases**, **Test Scenarios**, and analyzing Bugs/Defects; closely work with Development and QA Teams to ensure bugs were fixed
* Created and upgraded wireframe templates, design mockups and prototypes for Web based and Mobile applications.
* A well-rounded Business System Analyst who connects-the-dots between business needs, innovation and good UI design.
* Coordinate **User Acceptance Testing (UAT)** and assist in **Post-Production Support**.
* Strong communication and facilitation skills in engaging Project Sponsors, Business

stakeholders, subject matter experts and Business Users in gathering the intricate workings of business processes.

* Detail-oriented team player with ability to work in time-sensitive and high-pressure environments and meet deadlines.
* Highly effective management and organizational skills with ability to prioritize.
* Strong experience in working with off-shore teams of developers and QA to ensure solution is correctly developed and tested.
* Ability to coordinate multiple projects and meet deadlines under pressure Driven by creative ideas and strong analytical, organizational and communication skills.
* Expertise in co-coordinating between Senior Management, Program Managers, Project Managers, Systems Developers and Business Sponsors for project implementation.
* Expertise in identifying business problems and solutions, after in-depth interactions (Survey

design, Interviews, Idea Workshops and JAD sessions) with Top Management and Business

users.

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **Project Methodologies** | Agile- Scrum, Waterfall, Tailored |
| **Business Skills** | Business Process Analysis & Design, Gap Analysis, Impact Analysis, JAD/JRP Sessions Requirement Gathering |
| **Requirements Management Tools** | JIRA, VersionOne, Confluence, Tableau, ETL: Informatica, Balsamiq |
| **Tools** | MS Visio, Lucid Chart, Wireframe. |
| **Version Controlling** | Microsoft SharePoint. |
| **Languages** | Visual Basic, SQL, XML, HTML |

**PROFESSIONAL EXPERIENCE:**

**NinePings: Austin, TX November, 2019 – Present**

*NinePings delivers stellar digital customer experiences and help accelerate growth. They build the customer journeys and help clients to optimize the marketing initiatives to right size efforts of developing content, marketing and acquisition of technologies.*

**Business Analyst**

* Engage client to gather software requirements/business rules, and ensure alignment with development teams
* Translate stakeholder requirements into over 10 different tangible deliverables such as functional specifications, user cases, user stories, workflow/process diagrams, data flow/data model diagrams.
* Evaluate risks related to requirements implementation, testing processes, project communications, and training saving the company on average $5,000+.
* Identify and reconcile errors in client data to ensure accurate business requirements.
* Draft and maintain business requirements and align them with functional and technical requirements.
* Develop business architecture using requirements such as scope, processes, alternatives, and risks.
* Analyze client’s business requirements and processes through document analysis, interviews, workshops, and workflow analysis.
* Conduct 5+ levels of testing including functional, regression, user acceptance, integration, and performance to verify the client’s needs are met
* Communicate client’s business requirements by constructing easy- to-understand data and process models

**Intuitive Business Consultancy : Hyderabad, India**

# Business Analyst October 2017–June 2019

*IBC’s innovation center develops and offers intuitive products for the market in Finance, Healthcare and Oil & Gas. Their market driven approach towards building solutions for the gaps in the industry processes and passion towards optimization of systems has helped in developing unique products*

**Responsibilities:**

* Work with Business Stakeholders to define Business Requirements and analyze the same for multiple projects.
* Work on Agile and SDLC methodologies.
* Prepare and present User Story, Burn-down chart and Functional Specs (FRD)
* Responsible for creating Use Case Diagram, Workflow using MS Visio and Lucid Charts
* Perform Gap analysis by identifying existing technologies, documenting the enhancements to meet the end state requirements. Review prototypes, End-to-End Process (Project solution), and project scope to ensure that the needs of the business are being met.
* Coordinating the Functional Requirements with Business Stakeholders and translate into technical solutions with systems personnel to determine the most cost-effective solution.
* Analyze business requirements and segregate them into Use Cases. Create Use case diagrams using MS Visio according to UML methodology.
* Work with the Project Manager on keeping track of Project Status, Deadlines, and Issues.
* Manage day-to-day project activities and coordinate tasks with On-site and Off-shore teams.
* Create Screen mock up to elicit new requirements and alignment around project scope using MS Visio.
* Review and provide final approval to Test Plan, Test Scenarios, and Test Cases and Functional and System Testing. Involve in reviewing and validating QA Defects and work with Development Team and QA Team to provide Fixes
* Participate in UAT Testing with Business
* Assisting in training lower-level business systems analysts or technical support staff.

**TigerSheet: Hyderabad, India**

**Business Analyst July 2015 –September 2017**

*Tigersheet is a cloud-based no-code application development platform that has a familiar spreadsheets interface. With this solution, you can create numerous applications that can help you automate workflows for your organization.*

* Interacted with Business Users and gathered requirements by conducting interviews. Obtained feedback and documented those requirements.
* Gathered requirements and prepared Business Requirement Documents (BRD).
* Responsible for translating BRD into functional specifications and test plans.
* Closely coordinated with both business users and developers for arriving at a mutually acceptable solution.
* Facilitated JAD sessions in defining, documenting the business needs and Business Process Flows.
* Facilitated and managed meeting sessions with a committee of SME’s from various business areas.
* Used SQL stored procedures, views to generate reports based on requirements and client needs.
* Involved in Data Profiling activities to ensure data quality and created data profiles and tasks with business rules assigned.
* Represented the business requirements in various alternative views such as analysis models, process flow diagrams and user stories.
* Utilized agile software development methodology SCRUM as a lightweight process to manage and control software and product development.
* Used MS Word & MS Visio to document data flow of the AS IS process and TO BE process.
* Responsible for identifying and documenting business rules and creating detailed Use Cases.
* Created AS-IS and TO-BE business process flow diagrams, integrated process flow diagrams to show end-to-end business model and business process mapping exercise including swim lane
* Verified and validated the financial reports generated via data analysis from Hyperion and provided the insights to the stakeholders.
* Worked with Project manager to track the progress of the project.
* Performed Reviews and Audits for various processes.
* Worked with development and testing teams to accomplish the timely release of objectives.

# GOOGLE : Hyderabad, India

# Business Analyst August 2012 - July 2015

Google is a multinational, publicly traded company that organizes the world’s information and makes it universally accessible. I was involved in the Google maps division where we collect different address elements, validate and load them into a MySQL database.

* Developed complex SQL queries to join multiple tables and create custom reports on a weekly and monthly schedule.
* Create reports for business users using SQL on geo-location and present address accuracy metrics using Tableau.
* Published packaged Workbooks for Tableau Reader for QA analysis
* Worked with testers on suggestions and made appropriate changes
* Experience in calling stored procedures to update database tables
* Experience in creating reports in MS Excel on different metrics and datasets
* Experience with Toad for Oracle and SQL loader interfaces to perform Extract, Transform and Load operations
* Work directly with end users to capture and analyze challenges to their workflows
* Support an Agile Software Development process, working in conjunction with end users/stakeholders and technical delivery team
* Acting as stakeholder of specific product backlog items, work closely with development teams to ensure the output to be aligned with expectations

**TRAININGS & CERTIFICATIONS**

* SAP ABAP Certification – 2013 - 0010982576

ACHIEVEMENTS

**EDUCATIONAL QUALIFICATIONS:**

* Graduation in Electrical Engineering from St. Peter’s Engineering College 2008 - 2012
* Master from University of Mary Hardin Baylor – Pursuing 2019 - Present

Relevant Coursework: Data Management, Database System Implementation, Analysis & Modelling, Enterprise Systems, Information Security.

A screenshot of a cell phone

Description automatically generated