**Shardul Koshia**

**Business Analyst**

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TN

**SUMMARY**



* 5+ years of industry experience as a Business Analyst with a good understanding of Business Requirement gathering, Business Analysis, Business Process Modeling.
* Hands-on experience in various project management methodologies like Waterfall and Agile/Scrum Project Management.
* Experience in Business writing skills in writing project documentation such as Business Requirements Document (BRD), Functional Requirement Document (FRD), SRS (Software Requirement Specification), and Use Case Specifications.
* Knowledge in gathering Business and functional Requirements, working with UML, developing Use Cases, conducting Gap Analysis.
* Skilled at performing Risk analysis, GAP analysis Risk Analysis, Impact Analysis, and Cost/Benefit analysis to better understand the mechanics of the existing & proposed systems.
* Experience in conducting Joint Application Development (JAD)and Rapid Application Development (RAD) sessions with project sponsors, SMEs, end-users, development, and testing team to understand business needs and facilitate documentation of business requirements and product backlogs.
* Experience with MS Project to manage deadlines, schedules, analyze project information, and interact with different teams.
* Knowledgeable in configuring, administering ServiceNow application, and building customized applications not involving scripting.
* Knowledge of Collecting Requirement directly from clients to implement the BMC remedy Cots product on Board.
* Experience in validating LMS, LIMS, Zen Digital Imaging, and AERS.
* Extensive knowledge of Empower, ELN, NuGenesis, SDMS, TrackWise, LabWare LIMS, and Labvantage LIMS systems.
* Knowledge in full software development lifecycle for Pharmaserv Software.
* Knowledge Training Experience Content Management SharePoint CTMS Power User Manager/Supervisor of Staff.
* Good knowledge in Change Request Management tools like Rational ClearQuest.
* Good skills in making Business Presentations, Documentation, and developing Business Reports using crystal reports and Technical Specifications.
* Created defect tracking using JIRA and reviewed them in subsequent iterations of the application development process.
* Good knowledge of HP Quality Center tool for all the test management activities like Release Planning, Test Planning, Test case Execution, Requirement Traceability Metrix (RTM).
* Excellent working knowledge of Microsoft Office Suites including MS-Word, PowerPoint, Excel, Access, and Outlook.
* Good knowledge and working experience in converting business requirements into UML diagrams like Flow Diagrams, Use Cases, State Diagrams, Sequence Diagrams, Component Diagrams, Use Case Diagrams & Activity diagrams, using Rational Rose, and MS Visio.
* Experience in multiple operating systems including Linux and Windows.
* Good communicative and interpersonal skills in team tasks and experience in mentoring junior team members.

**SKILLS**



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| **Methodologies:** | Agile, Waterfall, Scrum |
| **Software**  | Pharmaserv, CTMS, AERS, ServiceNow, BMC Remedy, Diva, GraphPad Prism, IDBS ActivityBase**,** LSM, Zen Digital Imaging, IDBS ELN, Empower, Nugenesis SDMS, TrackWise, LabWare LIMS, Labvantage LIMS |
| **Reporting Tools:** | MS Project, Crystal Report, MS Excel, MS SharePoint |
| **Documentation:** | FRD, BRD, SRS |
| **Analysis:** | Cost/benefit analysis, GAP analysis, Risk Analysis, Impact Analysis |
| **Tracking / Other Tools:** | Jira, Microsoft Visio, Rational Rose, HP Quality Center, RAD, JAD, Rational ClearQuest |
| **Operating System:** | Windows, Linux |

**EXPERIENCE**

**Business Analyst**

*Acadia Healthcare, TN | Jan 2019 - Current*

* Worked in an Agile/Scrum environment, with an ability to accommodate and test the newly proposed changes at any point of time during the release.
* Created the BRD, FRD, and SRS Artifacts after gathering input from the business owners and other stakeholders.
* Conducted Daily Scrum meeting, Planning Sessions, Backlog updates, User Stories updates, Continuous Integration, Continuous Testing.
* Created a new feature to be utilized in the new version of Pharmaserv Software.
* Participated in Sprint Planning and Sprint review meetings for Finalizing the Sprint Backlogs and Verifying the sprint outputs respectively.
* Tested and posted CTMS courses through the SharePoint portal while managing training budgets for 20 sites trained team on CTMS.
* Created defect tracking using JIRA and reviewed them in subsequent iterations of the application development process.
* Worked on several reporting tools like Crystal Reports to help the company build a strong reporting process for effective management decisions.
* Conducting user and stakeholder interviews at (including JAD, RAD sessions) both in-house and client locations to gather and analyze requirements.
* Managed upgrade project for IDBS Activity Base used for assay services.
* Assisted the project manager in preparing the project schedules, milestone tracking, and resource allocation using MS Project.
* Created Use cases, activity reports, logical components, and deployment views to extract business process flows and workflows involved in the project. Carried out defect tracking using Rational Clear Quest.
* Involved in developing UML, use-case diagrams, Class diagrams, and Sequence diagrams using MS Visio.

**Environment**: Agile/Scrum, BRD, FRD, SRS, Crystal Reports, JAD, RAD, MS Project, Pharmaserv, CTMS, Rational Clear Quest, SharePoint, JIRA.

**Business Analyst**

*UnitedHealth Group, MA | Mar 2018 - Dec 2018*

* Designed the business requirement collection approach based on the project scope, created Business Analysis using an Agile methodology.
* Prepared and presented Business Requirement Document (BRD), System Requirement Specification (SRS), and Functional Requirement Document (FRD).
* Created defect tracking using HP Quality Center and JIRA and reviewed them in subsequent iterations of the application development process.
* Involved in documenting Vendor Assessment Report from a list of AERS suppliers.
* Coordinated with Project Managers & team working on small to medium-sized projects and contributing to planning, estimating timelines, resource allocation, tracking, and project management.
* Diligently track enrollment status and update employee training records in the LMS.
* Scheduled and facilitated weekly status report meeting for the Project Team and key Stakeholders.
* Used MS-Excel to manage requirements and maintained a Requirement Traceability Matrix (RTM) for requirements.
* Performed extensive Gap Analysis between different client channels identifying the functional gap between AS-IS and TO-BE processes.
* Installed, configured, and wrote requirements and config specification documents for TrackWise.
* Developed several reports in Crystal reports and Excel for end users.
* Conducted Joint Application Development (JAD) sessions with IT groups and identified the Key Changes, and participated in Stakeholder Management to communicate effectively with them.
* Designed and developed Use Case Diagrams, Activity Diagrams, Sequence Diagrams, and Collaboration Diagrams using Rational Rose.

**Environment**: Agile, BRD, SRS, FRD, HP Quality Center, JIRA, MS-Excel, Crystal reports, RTM, JAD, AERS, LMS, TrackWise, Rational Rose.

**Business Analyst**

*Humana, VA | Mar 2017 - Feb 2018*

* Worked on an Agile methodology and created a Business Requirements Document and System Requirements Specification Document.
* Prepared BRD, FRD, and used HP Quality Center to manage, analyze, and convert business requirements into functional specifications.
* Conducted GAP Analysis and Cost/benefit to understand the As-Is and the To-Be state of the forward environment.
* Uses scripting tools and ServiceNow functionality, create a script to automate routine tasks being done in ServiceNow.
* Employed Triage decision-making in classifying the defects based on their priority and severity, using HP Quality Center.
* Maintained and kept track of stakeholder's requests for enhancements and changes using Rational Clear Quest.
* Used BMC Remedy Migrator to move the modified/newly developed forms and workflows in between the environments.
* Evaluated and compared different potential solutions for laboratory data management, including IDBS Activity Base and IDBS ELN.
* Works with technical staff to support laboratory systems such as ELN, Empower, NuGenesis, LIMS, and standalone instruments in the R&D and QC labs.
* Created procedures for Labware LIMs system and work with Operations to implement.
* Tested various compliance business rules using Fixed Income, Equity, and Derivative trading systems like DIVA.
* Gathered requirements by using interviews, observation, JAD, brainstorming sessions, and document analysis.
* Capable in prototyping documents, models, and attributes for consistency, completeness, and risk minimization.
* Conducted Business Reviews, User Interviews, weekly/ Monthly meetings with Business Users, SME’s.
* Conducted Sprint Planning, Sprint Review, and Sprint Retrospective meetings.
* Analyzed high-level business requirements to create Use Cases and Use case diagrams using Rational Rose according to UML methodology.

**Environment**: Agile, BRD, FRD, HP Quality Center, Rational Clear Quest, JAD, ServiceNow, BMC Remedy, IDBS Activity Base, IDBS ELN, Empower, NuGenesis, Labware LIM, DIVA, UML.

**Business Analyst**

*XLogic Technologies, India | Jan 2014 - Aug 2015*

* Utilized the Waterfall methodology of development for Requirements, Planning, Design, and Deployment.
* Conducted interviews with Portfolio Manager to gather Business Requirements and was involved in the documentation of Business Requirement Documents (BRD).
* Led impact analysis for requirement churns to conduct product backlog refinement meeting with the Product Owner.
* Conducted a pre-planning meeting with the product owner to translate the requirements into an initial set of user stories.
* Conduct Weekly Status call with Diva to mitigate any risk/ issues during Design Build & test Phase.
* JAD sessions conducted with key players and other SME’s to gather information via the Use Case methodology
* Assisted the Project Manager with project administrative tasks, such as work plan administration, time tracking, and project schedule maintenance.
* Managed and participated in the configuration and design of LabVantage LIMS and various lab applications for the Genetic Quality.
* Employed Rational Clear Quest for effective Change Management and bug tracking during the testing lifecycle.
* Collect and catalog project staff work effort estimates and prepare Daily Meetings to monitor Defects and Deployments.
* Used MS Office extensively (Word, Excel, PowerPoint) for analysis, presentation, and documentation throughout the project.
* Gather requirements by conducting interviews and meetings with all the teams.
* Prepared graphical depictions of Textual Use Cases, creating Use Case Diagrams, Activity Diagrams, and Business Flow Diagrams using MS Visio.

**Environment**: Waterfall, BRD, JAD, Rational Clear Quest, MS Office, Word, Excel, PowerPoint, Diva, LabVantage LIMS, MS Visio.

**EDUCATION**

**Master of Science in Information Technology**

Campbellsville University, KY