**Professional Summary**

* I’m a seasonal professional having strong experience as a Business Analyst & Project coordinator in domains like Banking, healthcare, Retail & E-Commerce, Government, Tax, Agro Chemical & Consumer Electronic with solid understanding of Business Requirement gathering, Business Process flow, Business Process Modeling and Business Analysis. Expertise in working with Business Analysis, Business Processes, Business Process Models, Business Flow Diagrams and Business Requirement Documents.
* Demonstrated ability to work actively in different phases of Software Development Life Cycle (SDLC) using Waterfall, RUP and Agile methodologies (SCRUM).
* Well versed in organizing and facilitating scrum ceremonies including daily stand-ups, sprint planning and sprint review sessions, sprint retrospectives, backlog grooming, and other project planning and issue resolution meetings as required
* Possess excellent communication and interpersonal skills to effectively interact with technical as well as business counterparts
* Excellent Business writing skills in writing Business requirements document, Use Case specifications, Functional Specifications, Test cases, Test plans, GAP analysis, Traceability Matrix, Workflows and Unified Modeling Language (UML) diagrams such as Activity diagrams, Collaboration Diagrams, Class diagrams and Sequence diagrams.
* Strong command and experience in project management processes, and planning and managing multiple projects within an organization while focusing on Time, Cost, Scope, and Resources Management
* Demonstrated experience in managing relationships with key clients, vendor management by developing tailored business proposals (RFPs), and assisting in user training
* Highly proficient in working with users and stakeholders to Elicit, Analyze, Communicate and Validate Requirements using JAD, JAR, and Brainstorming sessions
* Skilled in Analysis and Design with experience in creating Use Cases, UML diagrams, Class Diagrams, Activity Diagrams.
* Excellent requirement analysis and documentation skills to create Business Requirement Document (BRD), Functional Specification Document (FSD), and Project Charter.
* Well versed in SWOT Analysis, Cost Benefit Analysis (ROI), Risk Analysis and Gap Analysis (AS IS and TO BE).
* Strong research, analytical and problem-solving skills and experience working under and meeting critical deadlines
* Skilled in Business Intelligence (BI) reporting and data analytics using advanced MS Excel functions.
* Experience in writing test cases, system testing, and User Acceptance Testing (UAT)
* Proficient in using project management tools such as JIRA.
* Proficient in identifying bottle necks in processes &amp; Business Process Reengineering (BPR).
* Excellent Analytical skills, Technical skills to understand the Business process and Functionality requirements and to translate them to system requirement specifications.
* Extensive experience in conducting Market Research, Feasibility Studies, Data Analyses, Data Mapping, Data Profiling Risk Identification, Risk Assessment, Risks Analyses, and Risk management.

**Technical Skills**

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| * Modeling Tools: UML, MS Visio |
| * Utilities: MS Office Suite, MS Project |
| * Methodologies: SDLC, RUP, UML, SWOT, Cost/Benefit. |
| * Database: MS SQL Server 2005/2008, Ms Access |
| * Testing Tools: WinRunner, LoadRunner, Quick Test Pro (QTP) |
| * Languages: SQL, HTML, Visual Basic |
| * Operating System: Windows 9x/XO/NT. |

# Professional work experience

# Deutsche Bank, NY Mar 2020 to Current

**Business Analyst**

# Mortgage Loan Application System: The project objective was up gradation and maintenance of its Mortgage Loan Application System. The product is a fully integrated, web-centric, real-time mortgage servicing solution that automates mortgage servicing processes from Application Screening to Loan Origination.

# Roles & Responsibilities:

* Gathered business, system and functional requirements by conducting detailed interviews with Business users, Stakeholders and Subject Matter Experts (SME).

# Analyzed Business Requirements, and segregated them into high level and low level Use Cases based on the project scope and followed the RUP methodology

# Conducted the Functional Requirements and User Requirements Specification reviews and walkthroughs with designers, developers and stakeholders

* Extensively handled Scrum's Sprint Planning Meetings, Daily Stand ups, Sprint Review Meetings & Sprint Retrospective Meetings to understand the impediments & arrive at consensus
* Was actively involved in different phases of Software Development Life Cycle (SDLC) using Agile (Scrum), Rational Unified Process (RUP), and Prototyping and waterfall methodologies.

# Prepared a package of Process Flow diagrams to document the existing system and used UML notations for Object Oriented Design and Documentation

# Involved in designing and developing workflow diagrams for different modules using MS Visio

# Responsible for identifying gaps in the software between core functionality and user defined requirements

* Created use cases, activity diagrams, state chart diagrams, sequence diagrams, and collaboration diagrams using Rational Rose to clearly define the data process model, and the business process model.

# Provided estimates to Project Manager on Change Requests for Analysis, Development and Testing

# Manual testing for checking the data flow of the application using SQL

# Conducted JAD sessions to allow different stakeholders to communicate their perspectives with each other, resolve any issues, and come to an agreement quickly

* Working closely with business users for to define UAT strategies and data validation

# Coordinated with Business Users and Development team for setting up Test Environment, Test Data and Backend Interfaces

# Assist and guide project teams to implement and document standards, procedures, artifacts, and plans consistent with QA and Test deliverables for the project team

# Mentored QA Team by looking into different technical problems with development and helped them prioritize testing tasks

# Tracked defects using Test Director Tool. Analyzed test progress and send weekly progress reports to the Project Manager

# Actively trained Business Users involved in User Acceptance Testing (UAT) and helped them understand UAT procedure

# ENVIRONMENT: MS Visio, Test Director, Microsoft .Net, MS SQL Server.

**Anthem - Atlanta GA January 2019 to March 2020**

**Sr. Business Analyst**

**Roles & Responsibilities:**

* Worked on gathering the business requirements from SME’s and impacted systems. Created BRD for review and sign-off from all the stakeholders.
* Worked with business on defining and documenting clinical rules for IT team.
* Prepared data mapping documents.
* Coordinated with the SME for Medicare and Medicaid clinical rules and programs to be implemented in the projects.
* Scheduled core team meetings involving PM’s of different work streams, Program Owner and stakeholders.
* Sending out meeting minutes after each meeting. Thus making sure a standard and neat process was followed which greatly helped in avoiding conflicts in the later part of the project.
* Documented and described the workflow which integrated pharmacy and medical claims data into a single, consolidated data source
* Defined all the platform requirements.
* Worked with developers for the clinical rules clarifications.
* Defined requirements for the ETL – Database – Java workflow.
* Communicated with the external vendor (Bolger) for the engagements files.
* Gathered business as well as system requirements for engagement options like member letter, provider/ prescriber letter, telephony, Blue plan CM/DM etc.
* Interviewed Stakeholders to elicit and document business needs for system modifications.
* Defined functional, high-level and detailed system requirements for the requested changes in an iterative process.
* Presented requirements on behalf of the Stakeholder to Business and IT Leads and facilitate discussion to build consensus on the completeness and accuracy of requirements.
* Analyzed and documented the business requirements and processes and communicated these requirements via the necessary tools/templates to the appropriate team members.
* Created process flow or other procedure diagrams and workflows.
* Obtained sign-off of on all deliverables by all impacted parties.
* Assisted in providing UAT and BA related project tasks and their corresponding estimates.
* Created and executed UAT plan, scenarios and cases. Documented and reviewed results with subject matter experts and program owner.
* Collaborated with IT (developers and QA lead) to ensure smooth transition from QA to UAT.
* Collaborated with other team members too based on dependencies.
* Contributed to status, progress reports, and communication to internal &amp; external project team.
* Actively planned and executed testing, tracking defects through resolution.
* Collaborated with Project Manager, other UAT analysts, and project team to plan and execute the UAT testing.
* Collaborated with Prime’s Test Management on planning and execution of UAT testing
* Actively managed issues, risks, actions, decisions and deliverables for infrastructure in conjunction with the PM.
* Collaborated with Prime’s project team to plan the project test and to plan environment migration.
* Participated in planning for remaining phases.
* Worked in depth on defect tracking and requirements management tool like HP Quality Center Lifecycle Application Management.
* Analysis and working around XML files.
* Writing and executing testing scripts in SQL. Worked on creating joins, looking up tables, updating tables, deleting rows.
* Planned and held meetings with the clinical specialty pharmacist for reviewing and discussing the test cases of almost all the clinical rules.
* Worked with individual members of IT team as well on ad-hoc basis.
* Debugging SQL queries and testing results.

**Corporate Strategy - Modi Group, Mumbai, India Aug 2015 – Jul 2017**

**Business Process Analyst**

**1) GST Implementation Project – tax reform mandate by Govt. of India.**

Achievements/Tasks

* Evaluated the Business Blueprint for testing requirements
* Analyzed project KPIs for monitoring the project & published variance and progress reports for CFO, Steering Committee & Project Team
* Coordinated with internal IT team, implementation partner KPMG & advisor consultant E&Y for
* requirements gathering, task planning, communication with stakeholders & validation of deliverables

**2) Key Account Management activities for accounts worth $3M**

Achievements/Tasks

* Facilitated vertical head in increasing revenue collection by 7% for high DSO (Day Sales Outstanding)
* accounts through AS-IS analysis and formulating a 180 day plan to touch base with critical accounts
* Pan-India coordination with domestic sales team for implementation of the plan

**3) Topline growth in B2C segment of Agro Chemical division**

Achievements/Tasks

* Assisted in achieving incremental sales revenue by $20M through on-boarding of new dealers in new markets (Tier II cities)
* Created a database of 8700+ dealers across 19 states
* Formulated a methodology to rank dealers based on financial, demographic

**Wells Fargo & Co. – Bangalore, India July 2013 – Aug 2015**

**Business Analyst**

Wells Fargo & Co. is a diversified financial services company with operations around the world. Wells Fargo is the fourth largest bank in the US by assets. The scope of the project was to build System to support multiple business areas including Asset management, Portfolio management and Risk management whereas consisted of data analysis and risk optimization.

**Key Roles & Responsibilities:**

* Performed and conducted independent research such as company background checks, comparative industry analysis, trending analysis and demographic data using SQL.
* Identified potential risk concerns within the Accounts Receivable portfolio and efficiently provided a risk assessment for the monthly Credit Watch report.
* Created, reviewed, and modified the Risk Assessment Criteria model predicated upon characteristic changes in the industry and the Accounts Receivable portfolio.
* Performed and conducted written analysis outlining key performance indicators and key risk indicators.
* Monitored and examined roll rate and performed related analysis.
* Provided support in the design and implementation of ad hoc requests for Credit-Related Portfolio Data.
* Optimize the risk and reward balance by applying and assessing the NPV performance across the various portfolio segments.
* Liaise with senior management in key business areas impacted by strategy changes.
* Perform business analysis and report to understand financial performance by risk and key channel and partner sub-sectors that will be used to inform future investment decisions.
* Analyzed bank's market position and ran figures through complex modeling techniques to find value at risk (VAR) measurements.
* Translated the business needs into system requirements, communicating with the business on a broader scale and with an in-depth view too.
* Performed extensive requirement analysis including data analysis and gap analysis.

**Environment:** Windows, MS Office (MS Word, MS Excel, MS Access, MS PowerPoint, MS Visio), RUP, UML, SQL, SWOT analysis, GAP Analysis.

**Quality Analyst Infosys Ltd -– Chandigarh, India Aug 2010 – Jun 2013**

**Project: Testing of Automotive devices for TomTom N.V**

**Key Roles & responsibilities**

* Onsite Coordinator: gathered & analyzed requirements, developed test plans as per the design specifications
* Created user stories as per the sprint, scripts, test cases for functional, regression, sanity, smoke &
* exploratory testing
* Conducted weekly defect triage meetings, daily stand ups and retrospective meetings and shared updates via JIRA tool
* Handled configuration controlling activities related to knowledge documents & test suites

**Certifications:**

* Project Management Professional (PMP) -2018 Certified through Project Management Institute (PMI) ,USA
* Professional Scrum Master (PSM) – Scrum.org, USA
* Bridging the Gap between Strategy Design and Delivery - Brightline Initiative, USA
* Python for Data Science – Coursera

**Education**

* Master of Business Administration (MBA) - Indian Institute of Management, Kashipur - India Courses: Market Research, Project Management, Operations Management, Corporate Finance.
* Bachelor of Technology (B.Tech) - National Institute of Technology, Surat - India 2004 – 2008