**ANKITA SINGH, PMP**

**Phone no: (610) 595-5444 Email: ankitaforbusinessanalyst@gmail.com**

**PROFILE**

Actively looking for an opportunity for Sr Business Analyst/Project Manager, Graduate with Information System engineering and Management andhave an excellent 6+ years of experience in Business Analytics and Data Analytics, Strong interpreting and analyzing data for solution in the field of business and education, Excellent in Managerial and communication skills and want to utilize my technical and managerial skills with the organization for the mutual benefits.

**EDUCATION**

* **Certified in Project Management Professional (PMP)**

**Project Management Institution**

* **Master of Science in Information System Engineering and Management.**

**Harrisburg University of Science and Technology, Harrisburg,**

* **Bachelor of Business Administration – Finance, Human Resource Management.**

**Karnataka University**

|  |  |
| --- | --- |
| Methodologies | Waterfall, Agile, Agile-Waterfall Hybrid,ASAP, ERP, RUP |
| Project Management& Business Modeling | Microsoft Project, Microsoft Office, Microsoft Power Point, Microsoft Visio, Microsoft Excel, JIRA, SharePoint, Box.com, TFS, |
| Version Control Systems | Rational ClearCase Microsoft Team Foundation Serve (TFS) |
| Testing Tools | HP Quality Center, HP ALM |
| RDBMS and Databases | SQL Server, Oracle 8/8i/10g, MySQL, IBM DB2. |
| Reporting and BI Tools | MS SQL Server Reporting Services, Crystal Reports, Business Objects, Micro Strategy, Tableau, Power BI., AHA, VSTS. |
| Statistical & Analytical (BI) Tools & Skills | Minitab, QlikView, Advance Excel, Pivot Tables and Reports, Advance Formula and Functions. |
| Web Technologies | HTML, CSS, Java Script |

**Technical Skills**

**AREA OF EXPERTISE**

* + - * + Requirement Gathering /Business Analysis
        + Client/ Stakeholder Communication
        + Agile Development
        + Cross Functional Collaboration
        + BI Reporting Solution Design
        + Data/Metadata Modeling
        + Report/Dashboard development
        + Team Leadership/Portfolio Management/Product Management
        + Project Management/Delivery

**RELEVANT EXPERINCE**

**Commonwealth of PennsylvaniaHarrisburg, PA**

**Sr Business Analyst/Project Manager July 2019 – Present**

**Pennsylvania Department of Transportation – BPT - CPT**

**Project Description**: The Pennsylvania Department of Transportation (PennDOT), Bureau of Public Transportation (BPT), in Partnership with Cambridge Systematics Inc (CS) is implementing a Next – Generation Transit Asset Management System (TransAM) and capital Planning Tool (CPT), throughout the project BPT will implement detailed requirement developed in the VDRPT Contract and Deploy a final version of the TransAM and CPT Software that meets Federal Transit Administration (FTA) standards, including Moving Ahead for Progress in the 21st Century (MAP-21) and National Transit Database (NTD) program standards, for transit asset management as they pertain to the scope of the project.

* Established a strategic and systematic process for achieving a state of good repair of transit assets (standard for measuring state of good repair to be defined by FTA)
* Facilitated and attended meeting with PennDOT stakeholders, IT Architecture leads and Cambridge Systematics, Inc.
* Extensively working on Requirement Gathering, Business Analysis, Entity Relationship Diagram (ERD), Architectural design docs, functional and technical docs and process work flow diagram.
* Developed and uploaded spreadsheets JSON file from CPT to dot Grants Application to interface and calculate for funding the budget, for transit agencies.
* Validated JSON file with inter connected application to secure data transfer for continuous granting process. (used platform to validate on GUI for data transfer are .Net and ruby on rails)
* Reviewed contract and elicited requirements and communicate if they are part of the delivered system
* Performed portfolio management by interfacing two application for the result in budgeting and invoicing
* Trained end users and provided process documentation for the current functionality of CPT
* Reported, tracked and resolved bugs/defects in Azure DevOps and AHA.

**Sr Business Analyst/Product OwnerApril 2019 –June 2019**

**Department of Revenue – EBR**

**Project Description**: To support the EBR-DC strategic direction. To define capabilities and desired business outcomes and to understand how they are using the EBR DC services is been provided. The elicitation of details surrounding existing (and planned or recently retired) services is critical for creating the content of an effective service portfolio. The portfolio is then used by strategy management for strategic planning and investment purposes, by service portfolio management, project portfolio management and enterprise architecture to gauge the lifecycle of services and related roadmaps, and to produce a selection of content from the service portfolio which will be visible to customers and IT staff to provide them with details about each service, costs, constraints, availability, etc. so they are able to independently (or with some guidance from their BRM) determine which IT services they require and order them in an appropriate, trackable manner.

* Analyzed and supported EBR-DC Strategic direction by communication with service owner, service managers and subject matter expert (SME) for Service Portfolio.
* Worked with internal and external customer/Users to gather requirement and transform them into User stories for Service catalogue.
* Facilitated continuous enhancement of functionalities to meet customers’ needs onboard new services or Ad Hoc processes into ServiceNow via service request and focus on providing business leaders quantifiable data to improve business operation.
* Proficiently created BRD Reports for ITSM Processes and Service and provided expertise solution for Incident Management, Change Management, Supplier Management and Various Categories on ServiceNow platform.
* Arranged and lead Scrum meetings on continuous improvement in grooming and provide guidance on future stories and recommendation.
* Ensured that all specified requirement fit within ITIL framework parameters.
* Performed gap analysis, requirement traceability matrix and risk analysis, or missing ITIL service management and operation processes in their existing IT delivery methods.

**Penske Truck Leasing Reading, PA**

**System Analyst/ Product Owner November 2018 – April 2019**

**HRIS/ Human Capital Analytics**

* Effectively Developed functional and non-functional requirement and documented them to be presented for the multiple projects, Box.com, Canadian Dues Analysis and Onboarding/Training.
* Independently created Business Requirement Document (BRD) for entire project.
* Created Cross functional Diagram, Work flow diagram, Entity relationship diagram (ERD) and use case diagram to depict the interaction between Users, HRIS and System with MS Visio
* Progressive accounting experience with strong analytical and decision-making skills.
* Identify resources to articulate communication to client for Cost basis calculations, Unreconciled share balance, missing cost basis (for Canadian Pension Due), corporate action, matching.
* Created data model to analyze missing payments for 5 years from the data provided by Payroll.
* Performed Data Analysis, Data Profiling and Data Validation by Advanced Excel Formulas and Function in Pivot table and create Reports.
* Performed Variance analysis, Identified and resolved issue for the license for Box Set up and generated ad-hoc report for the decision-making on the Canadian dues payment.
* Designed, enhanced and supported dashboards, graphs and other reports using QlikView.
* Performed data visualization using Minitab, Excel and QlikView and built graphical representation like Histogram and Probability in Minitab for financial task.

**Shire Pharmaceuticals Lexington, MA**

**Business System Analyst/ Product Owner Jan 2016 - June 2016**

**Shire Labs Systems -Integrated Lab Upgrade**

* Analyzed and Gathered business requirement and created functional and technical specification as per client specification.
* Managed meetings between clients, third party vendors, development teams and analysts to define features and technical user stories.
* Worked closely with counterparts of product management to align on the vision, program backlog and roadmap, using JIRA.
* Coordinated and Conducted JAD Sessions and meeting up with the deliverable of the session within stakeholders, business users, application SME's, Project manager
* Performed GAP impact analysis of business rules, business and system process flows, user administration, and requirements
* Involved in defining the source to target data mapping, business rules and data definitions.
* Comprehensively used data analysis techniques to validate business rules and identify low quality missing data.
* Extensively used SQL for accessing and manipulating database system
* Created documentation on Business Requirements (BRD) which explained more of scope of the project, environment, methodologies and risks involved
* Developed System Requirement Specifications (SRS) concentrating more on the interfaces, mapping, business rules and the development of User Interface Layer
* Gather requirements for Enterprise Data warehousing (EDW) for the client reporting needs and managed the entire functional requirements life cycle using Rational Unified Process (RUP).
* Prioritized the requirements and documented them according to the Requirement Traceability Matrix (RTM) using MS Excel.
* Lead root cause analysis meetings, gathered and track defect resolution to completion.
* Assisted ETL consultant in designing and creating the database which stores the data generated from Informatica mappings delivery of individual subject areas and Used Informatics for extracting data from various sources systems.
* Used knowledge of Laboratory Information Management System (LIMS) to develop proposed workflow in MS Visio.
* Conducted UAT testing with end users, in which alpha testing and beta testing in buffer phase of project
* Created test plan, test cases and test templates and guidelines to be used by the QA team.
* Good Knowledge about SAP ERP, CRM Application to manage and handle data for migrating user information.

**Hinduja Global Solutions Ltd Bangalore, India**

**Business Analyst/ Data AnalystMay 2013- April 2015**

**Airtel Communication – Customer Retention and Claims Strategy**

* Adapted the Scrum Methodology for software web development process to present customer retention and customer claims ICRM application.
* Gathered the requirements and created a detailed project plan for material request where customer service representatives can provide quantities to BR clients using ICS Online.
* Documented the requirement for billing system, claims processing cash management module and enhanced the encrypting standards that are required for the application.
* Created Entity relationship diagram for the workflow application so that data modeler was able to create Source to Target mapping for customer claims and retention.
* Developed the business and functional requirements specification that describes and prioritizes the requirements and document high level of Documents using SharePoint.
* Analyzed requirement utilizing various methods for E.g.: sample data from SQL queries, Screen Shots reports, prototype screens, sourcing information and other data models
* Communicated extensively with clients and different levels of management to identify requirements, use cases,and todevelop functional specifications.
* Created and Designed logical database schema for data warehouse environment to prepare ETL and Implemented basic SQL queries for QA Testing and Report/ Data Validation
* Conducted JAD Sessions to resolve open issues, change requests and most importantly, to develop an architectural solution, so that the application meets the business requirements.
* Identified and documented issues, risks, gaps, descriptions, impacts and provided recommendations and alternatives to develop the application that meets the user requirements.
* Conducted Functional walkthrough, User Acceptance Testing (UAT) and supervised the development of User Manual for customers.
* Cooperated with the major Incident Team and chaired ECAB (Emergency Change Advisory Board) when changes are required. (Airtel 4G)
* Maintained Compliance with the enterprise policies, standard processes, procedure and guidelines for ITIL Processes.
* Worked closely with the technical teams to make sure all requirements aremet, and the functionality was developed and coordinated with web deployment process of application and database change.

**Methodex Pvt Ltd Hubli, India**

**Jr Business System Analyst/ Test Analyst October 2012 - March 2013**

**Business to Business Marketing - Product Strategy**

* All Phases of the Iterative approach of the SDLC.
* Gathered business requirements, documented and communicated into system design documentation using Business-Modeling concept.
* Experience with managing and implementing claims systems and technology.
* Assisted in mapping the requirements to the source system, the DW and the applicable data marts.
* Tested the ETL Informatics mappings and ETL processes (Data Warehouse Testing)
* Conducted User Acceptance Testing (UAT) and Managed offshore teams and Test execution (Traceability matrix, Gap analysis)

**Business Development Coordinator India**

**Capital Market Services November 2011 – April 2012**

Developed an in depth understanding of stock market, with an overall understanding of interaction between exchanges, brokers, HFT, buy side investors, and learnt inner workings of a stock exchange, including the technology involved and regulatory approval process.

**Organizational Development InternIndia**

**RSB Transmissions (I) LtdNovember 2010 – April 2011**

Worked as Intern, as a part of organizational structure, analyzed business structure types, where i learnt the basic structure types and studies about functional structure which segregated into Sales, Marketing, Human Resources and Other departments.

**RECENT ACADEMIC PROJECTS**

**Thesis & Research on Healthcare Organization is Digital with Cloud Computing**

* Research proposal on Cloud Computing Models and Consumers (SAAS, PAAS and IAAS models)
* Used tableau to create smart dashboards that help analysis and secure data.

**Business Intelligence – Building the Business Model**

* Project on Smart Touch innovation with NFC enabled product and introducing NFC technologies
* A Scenario of providing the vision of entering multiple sectors and Market segmentation with innovation and cheaper NFC solution and expand globally.