**Ishtjot**

**Sr. Business Systems Analyst**

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**PROFESSIONAL SKILLS**

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* Over 7 years working experience in Business Analysis in **Retail**, **Banking** and **Financial** services domain.
* Deep familiarity and strong working experience in **different SDLC methodologies** like **Waterfall, Extreme Programming, RUP and Spiral Model** and the **Agile framework** including **Scrum**, **Kanban** and **SAFe**.
* Exposure to regulations and compliances such as **Bank Secrecy Act,FINRA, SEC, FinCEN, GAAP, FCRA, SAR,PCI, EMV, Customer Due Diligence and Enhanced Due Diligence.**
* Actively collaborated with various stakeholders to draft **Project Charters, Project Plans, Concept Proposals, Risk Management Plans, Business Requirement Documents (BRD’s), Functional Requirement Documents (FRD’s), System Requirement Specification (SRS), Readiness Document (RD) and In-Process Review Report (IPRR).**
* Experienced in conducting **Gap analysis, Impact analysis, Cost benefit analysis, Feasibility study, SWOT Analysis, Work Breakdown Structure (WBS)** and **Critical Path Analysis**.
* Extensive knowledge in gathering requirements using various **elicitation techniques** including **JAD,Brainstorming, Card Sorting, Focus Groups, Interviews, Repertory Grid, Prototyping** and**Requirements Workshop**.
* Well acquainted with **workflows** and **UML**diagrams – **use case** diagrams, **activity** diagrams and **sequence** diagrams.
* Effective in providing assistance to **UI/UX** teams in designing web/mobile application **wireframes** and **mockups** using tools like **MS Visio** and **Balsamiq**.
* Good knowledge in all the standard **WMS** features, including inbound operations, inventory management and outbound operations.
* Have in-depth knowledge of Software Development Life Cycle (SDLC) methodologies, assisting and working as Scrum Master on several projects, vast experience working in **Agile, Waterfall, RUP** methodologies. Primarily in Agile methodology. Handling Scrum team offshore and onsite.
* Strong knowledge and understanding of **Business Process Management**, **Business Process Re-engineering**, **Business Process Modelling**, **Business Analysis** and **System Analysis**.
* Helped the PO in analyzing and building the Product Backlog and deciding on the **Minimum Viable Product (MVP’s)**.
* Experienced in conducting different scrum ceremonies and meetings such as **Backlog Grooming**, **Sprint Planning**, **Daily Stand Ups**, **Sprint Review**, **Sprint Retrospectives** and **Release Planning**.
* Well versed with writing good **user stories** and **acceptance criteria** while keeping in mind the **INVEST** criteria. Efficient in prioritizing user stories in product backlog by using various **Prioritization** (**MOSCOW**, **KANO**, **Forced Ranking** and **Value Stream Mapping**) and **Estimation** techniques (**Planning Poker**, **T-shirt Sizing**, **Bucket Sizing** and **Relative Mass Valuation**) and in performing **horizontal** and **verticalslicing**.
* **Proficient in development techniques such as Test-Driven Development (TDD), Behaviour Driven Development (BDD), Acceptance Test Driven Development (ATDD)&Continuous Integration (CI) using Jenkins& Cucumber**.
* Well versed in writing and **SQL queries** and proficient in using functions like **join**, **union** and **aggregation** for requirements research analysis, data analysis, data validation and system testing.
* Solid understanding and work experience in **OLAP** (**ROLAP**, **MOLAP**&**HOLAP**), **OLTP**, **ODS**, **data lakes** and **data marts**. Proficient in performing various operations like **Slicing**, **Dicing**, **Roll Up** and **Drill Down**.
* Wide exposure to **Data Warehousing Architectures** and good understanding of **Enterprise Data Warehouse (EDW)** along with **Dimensional Modelling** using **Facts**, **Dimensions** and **Schemas** (**Star**&**Snowflake**).
* Worked together with BA’s and Development Team for creating **Web Services** for data integration& cloud integration.
* Collaborated with the Data Architect to build **Conceptual, Logical** and **ER data modelling**diagrams.
* Used **Informatica Power Center (IPC)** for **ETL** process, **data mapping** and **data integration**.
* Proficient understanding of **collaboration** and **interactive tools** like **Confluence** and **SharePoint** to improve team’s communication on all work related matters.
* Worked with the SM to develop **Sprint Burndown**, **Sprint Burnup**, **Release Burndown**&**issue tracking** using **JIRA**.
* Collaborated with PM and helped him to create ad-hoc reports, business status reports and project update reports using **MS Excel**, **MS Project**, **Tableau** and **Power BI**.
* Well-versed with **Business Intelligence** tools for ad-hoc reporting like **PowerBI, Tableau** and **Splunk**, for **visualization**.
* Worked on software application built using System Architectures like **SOA** and **3-Tier Architecture**.
* Profound knowledge of various **Web Services**such as**XML, JSON** and **WSDL**.
* Familiar with using collaboration platforms such as **Postman**, **Swagger** and **Soap UI** for **API development** and **testing**.
* Extensive knowledge in providing assistance to testers to perform **Functionality Testing**/**Black-Box Testing**, **Regression Testing**, **Integration Testing**, **User Acceptance Testing (UAT)**, **Load Testing** and **Performance Testing**.
* Assisted the testing teams in creating testing artifacts like **Test Plans**, **Test Cases**, **Test Scenarios**, **Reports** and **RTM**.

**TECHNICAL SKILLS**

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* **Project Management Tools**: MS Project, SharePoint, JIRA, Confluence, VersionOne, Cucumber, Jenkins
* **ETL Tools**:Informatica Power Center
* **Project Management Methodologies:**Waterfall, Agile (Scrum), Agile (SAFe), Scrum-Waterfall Hybrid, Rational Unified Process (RUP), Extreme Programming (XP)
* **Requirement Ellicitation:** JAD, Interviews, Brainstorming, Surveys, Focus Groups
* **Business Skills:** Change Management, Gap Analysis, SWOT Analysis, Cost Benefit Analysis, Feasibility Study
* **Prototyping/Business Modelling Tools:**  MS Visio, Lucid Charts, Balsamiq
* **BI/Reporting Tools:**Tableau, Power BI, MS Office Suite (Excel, Word, PowerPoint)
* **Database Management Tools:** MS SQL Server, MS Excel
* **Architecture/Framework:** 3 Tier Architecture, System Oriented Architecture (SOA)
* **Technologies:** Amazon Web Services (AWS), Azure
* **API Testing Tools:** Postman, Soap UI, Swagger
* **Datawarehousing**: Data Marts, Data Modelling,ETL, OLAP, OLTP

**PROFESSIONAL EXPERIENCE**

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Kohls innovation center, Milwaukee, WI September 2018 – Till date

*Sr.Business Systems Analyst*

The scope of this project was to **enhance** the existing **Kohls Mobile Application** to add a feature **called ‘See It in Your Space’** which helps users take a closer look at some home items with **Augmented Reality (AR).** It provided **360-degree shopping**, virtual living rooms designed to help users **visualize the size and scale of Kohls home items and provide styling guidance**.This system was developed to **identify new effective marketing channels** and to **reduce the costs** associated with generic ads, which proved ineffective in increasing sales and generating revenue.

**Roles and responsibilities:**

* Conducted **interviews with clients, SMEs & business users** to understand their Business & Functional Requirements, behind the idea of **Augmented Reality,** and analyzed the benefits that it provided to users.
* Created **an AR Document** which included various dimensions like **AR Tools Creator (ARTC), AR Experience Creator (AREC), Assets Creator (AC), Assets Aggregator (AA), Media servers and Service servers.**
* Discussed with the SME’s and Technical leads and identified the **Data Marts, Content Management System, Analytic Engine, Content Distribution Network** and the type of **Rendering devices** which were required.
* Implemented Salesforce, MuleSoft, ERP, HCM, PeopleSoft, eCommerce, SaaS
* Acted as a **liaisonbetween developers and business stakeholders** to communicate the technical requirements.
* Performed **“As-Is” and “To-Be” analysis** to understand the current and desired state of the system.
* Installed a **Manhattan WMS (Warehouse Management System)** in the DC to handle all the cross-docking messaging from Trends.
* Performed functional testing on web services SOAP/ REST using SOAPUI tool. Used Groovy scripting for enhancing the test cases.
* Experience Working with multiple Agencies modules in D365
* Assisted in creating **User Interface Document** to express UI component design, navigation & created **interactive wireframes**&**dynamic mock-ups** using Balsamiq tool which helped get feedback to enhance the User experience.
* Tracked and Maintained accuracy of inventory through the use of **WMOS**. Support warehouse and business operation teams through **WMS**
* Involved in the configuration of D365, installations and Add-ons, as well as for training and providing assistance to the client and maintenance after the project go-live.
* Produced initial deliverable for Oracle EBS integration Solution Design between MMB and 27 interfaces, including multiple modules of Oracle EBS, Siebel, Salesforce.com and 3rd party and internal systems.
* Worked as a part of scrum team, in an **agile methodology** with sprint cycles, daily stand ups and story implementation.
* Created **Use Case Diagrams**, **Business Process Models** & **Process Flow** diagram**s** using **MS Visio & Lucid Chart.**
* Participated in **story writing workshops** and wrote **user stories,** and also assisted **PO** during **PSPI demonstration.**
* Performed **SQL queries** such as Joins, Aggregators, Triggers using MS SQL Server Management Studio.
* Worked with **QA team** to write **test cases**, and helped in **UAT** by testing the front end of the system and documented bugs/errors if any, in the **Test Analysis Report.**
* Involved in providing technical guidance to IT team, install and configure D365, proficient with SQL Server, Data Migration Framework.
* IBM Rational JAZZ Team Concert products and tools are uses to support the application of the Scrum and SAFE Agile Methodologies in developing and managing the application development process.
* Tested and implemented new developments in Manhattan WMS.
* Large Scale, PBM, Raw Data Warehouse, MuleSoft, SFDC, Technical, Functional Mgmt.
* Work with business on identifying the process changes required once moved to Broadridge platform.
* Understand and clarify complex business integration requirements and produce eloquent and scalable designs utilizing the MuleSoft as integration platform.
* Completed projects using web services and helped to develop Polaris RESTful API to allow customers to leverage Polaris functionality.
* Liaise with Broadridge on gap analysis and assist them by providing clarifications on current Trust functionality.
* Troubleshoot emergency client issues to be resolved intra-day through self-diagnosis or by working with members of other Broadridge teams to process information and maintain infrastructure.
* Supported and tested API integration with SailPoint IdentityIQ provisioning.
* Collaborate with UI/UX, API and System teams to support development initiatives Knowledge of JSON involved.
* Assisted QA in closing defect tickets by performing manual testing using tools like SOAP UI, REST Client and SQL
* Designed and implemented data integration modules for Extract/Transform/Load (ETL) functions.
* Worked in Agile environment allowing teams to deliver project piece-by-piece and make rapid adjustments as needed. Good understanding working in Agile and bringing projects to completion.
* Created process flows, interaction diagrams, data mapping and API specifications using **Swagger**
* Identified and documented APIs like **REST, SOAP, Bulk** and **Analytical APIs**.
* Extensively involved in **data mapping, logical data modeling, creating class diagrams, E-R diagrams.**
* Created **Geo-heat maps**, **Time-series graphs and Dashboards using Tableau** to assess density of users segmented on geographical parameters to help understand customer and market trends.

**Environment:** Water-Scrum-Fall (Hybrid), Office 365, Soap, REST, JSON, XML, MS Visio, WMS, Lucid Chart, Balsamiq, AR

***[PROJECT 2]***

Automation Anywhere, San Jose, CA June 2018 – August 2018

*Sr.Business Systems Analyst*

This was a Data Warehousing project where the bank wanted to automate the lending process from loan origination to loan decisioning. The goal was to help the lender come to a decision whether a customer is good enough to be provided with loan based on his past banking history, credit score, any fraudulent activity, current loan if any, etc. We used Microsoft Azure cloud environment to implement this Data Warehousing project together with Power BI tool to integrate for advanced data analytics.

* Defined the problem on hand and explained its consequences to the relevant concerned teams and invited the representatives to a workshop so it can be discussed out.
* Scheduled subsequent **workshop** to discuss the final outcome of the problem analysis&options to fix the process to avoid delays.
* Conducted **JAD** sessions, instigated process improvements & worked with different teams involved in designing the tool which will pull the data from the mainstream system for all the conditions in place for the Financial Information required.
* Organized **Brain Storming** session to discuss the new ideas with various people of the organization and to enable **Conflict Resolution** with regards to the current workings of the system.
* **Relay the responsibilities** to each concerned team representative with respect to their role in the process with regards to identifying the problem area in the process.
* Experience in Siebel Integration with D365 Application
* Participated in all aspects of the **agile cycle**.
* Implemented and configurated **Manhattan WMS Oracle 10g for Data Warehouse solution**.
* Documented and tested end to end flow of data, created **ER diagrams** and collaborated with datawarehouse developers to help design the **logical data model** for the new data warehouse.
* Analyzed the source data systems and the existing ER model to **map** the **source system** to the **target system**. Finally, used **MS Excel** to create the **data mapping document** to be used by the data administrators.
* Functional master of Microsoft Dynamics AX/D365 ERP
* Created **workflow diagrams, flowcharts, activity diagrams** and **use-case diagrams** using **MS Visio**.
* Translated requirements into user stories using **Agile methods** and processes.
* Created **business process models** and **process flow charts**for integrating a new dashboard.
* Assisted the PO in breaking down features into actionable user stories,helped him to**prioritize the PBI**for the upcoming sprint, wrote **user stories** and made that it complied with the **INVEST** criteria.
* Entered and updated Issues (Epics, Stories, and Tasks) onto JIRA Agile application.
* Collaborated with **Scrum Master** and assisted him in various scrum ceremonies including**Backlog Grooming, Sprint Planning, Daily Standups, Sprint Review** and **Sprint Retrospective** meetings.
* Worked with Scrum Master & used **Jira** to track progress of the project using **Burn-up** and **Burn-downcharts.**
* Worked with the development team in defining **Definition of Done** and **Acceptance Criteria** for **PSPI.**
* Used **Data Scraping** to get all the relevant data information on credit card history, fraudulent activities, information on previous loans, etc. and stored them in data storages.
* Used **Power BI** to perform data analytics on the collected data and integrate it within a consolidated dashboard.
* Assisted in performing **Data Normalization** process to reduce **anomalies**, thereby reducing **data redundancy**.
* Used **Informatica** as an **ETL** tool to extract the source data into the staging area and then applied busines transformations to load it back into the new **Data Warehouse**.
* Consulted other IT-teams with applications that work on top of the base Manhattan WMS system.
* Collaborated with the other team membersto train themon a Data Intelligence tool for their **BAU** activities.
* Created, documented and tracked **Change Requests (CR)** and **Service Requests (SR)** and conducted **IA** on each of the requests.
* Facilitated **User Acceptance Testing** and documented detailed results.
* **Shared the observations** and **results** from the testing performed with the wider team and suggest the changes/improvements.
* Workedtogether withthe final users &integrated their suggestions to **improve the tool** in subsequent phases.

**Environment:** Scrum, JIRAv7.0, SQL, MS Visio, Power BI, WMS, Microsoft Azure,MS Office Suite (Excel,Word, PowerPoint, Outlook), Informatica.

***[PROJECT 3]***

Utep, El paso, TX Dec 2017 –May 2018

*Business Systems Analyst*

Project Description: The company wanted to provide a seamless shipper experience and replace the siloed systems and time-consuming process with an efficient process to improve the logistics. Streamlined the process of quoting to booking to shipment, tracking and fulfilment. Integration of salesforce **sales cloud, marketing cloud and service cloud** with the existing systems (Warehouse Management System, Transportation Management System and ERP) in a single location using **MuleSoft** Any point Platform. Used **Einstein Analytics** with Pardot module to sketch out the shipment insights and forecasting

**Responsibilities:**

* Facilitated interviews and cross-functional working sessions with Product Owner, Warehouse manager, Transportation lead, technical lead and other business stakeholders and customers to enhance the company's business case
* Performed document Analysis, Interviews and created process flow diagrams to understand the AS-IS process and collaborated with the team to design the TO-BE process based on the gathered requirements
* Participated in Scrum Meetings and worked on converting the requirements into user stories with Product Owner, framing the acceptance criteria, definition of done and definition of ready
* Worked closely with the technical team to convert the functional requirements into technical specifications like **Prototypes**,**Graphical User Interface (GUI) and User Interface (UI) mock-ups using Balsamiq**
* Created Use Case diagrams, Use Case Templates, and process flow diagrams using Sparx for the updated UI
* Performed retrieval queriesin SQL & stored procedures using **SELECT & JOIN** for drill downs to pull data while being actively involved in reading data from varied file types, created standard and ad-hoc reports using SQL, generating delimited files and SQL script to load data into SQL tables
* Designed and implemented data integration modules for Extract/Transform/Load (ETL) functions.
* Configured and administered VersionOne as the team's Agile management tool.
* Perform analysis on xml, json messages and normalize the data into structured tables using oracle and Teradata database tables. The data into structured tables using oracle and Teradata database tables
* Investigated and resolved issues within Supply Chain module as well as WMS (Warehouse Management System) software.
* Efficiently studied and tested MuleSoft Integration process and assisted the MuleSoft team when required
* Facilitated meetings with Salesforce Admin and Developersto determine the data that should be integrated into Salesforce platform, as it was used for powerful data integration of **Warehouse Management System** and **Transportation Management System**
* Validated multiple web services used by the client, both REST and SOAP.
* Implemented and maintained JIRA for Agile project management.
* Worked in cross-functional WE team, while gathering requirements for one stop solution to support RESTful web services to route the forecasting and actual sales to one-stop solution
* Perceived knowledge of SOAP and REST API’s and tested the response of API’s which were in JSON and XML format
* Gathered and documented the specifications of API’s form MuleSoft, validated the response using Swagger
* Used MuleSoft’sAnyPoint template for Salesforce integration to simplify the process of merging data, updating Salesforce with ERP data in real time, ensuring data consistency across Salesforce instances & creating and integrating APIs that pulled data from multiple systems
* Responsible for end-to-end integration requirements and Use Case development.
* Analyzed response time of the quote, booking and confirmation, generated reports using **load runner analyzer**
* Conducted User Acceptance Testing (UAT) and actively participated and facilitated testing of the system during Smoke Testing, Integration Testing, Black Box Testing and Regression Testing with the help of QA
* Assisted testing team in UI testing using **Selenium** and documented the defects in the Jira

**Environment:** Agile-Scrum,Sparx, JSON, MS SQL server, Salesforce.net, Soap, Oracle, JIRA, Tableau, Web Services, SOA, Bulk API, REST, Balsamiq, MS Office Suite (MS word, MS Excel, PowerPoint), Load Runner Analyzer, Selenium, MuleSoft

***[PROJECT 4]***

Eclerx, India Sept 2012 – June 2017

*Business Analyst*

The project aimed at establishing a tool to ensure that a standard, accurate and error free communication is sent out to the customers. So standard templates were built into the ticketing system that would populate depending upon the query and type of communication selected by the user. Also, it was ensured that the system picked up the required information from the query logged automatically rather than the users’ inserting the information manually leading to possibility of errors.

* Gathered **user requirements** and specifications for designing the prototypes. Performed **document analysis** to analyze the current system and conducted structured **Interview Sessions** to elicit requirements from various stakeholders.
* Identified data gaps against new requirements and conducted extensive **Gap Analysis** by identifying **AS-IS** of the existing system and **TO-BE** for future processes.
* Consolidated similar queries/complaint types into categories and sub-categories.
* Served as a **liaison** between the project team and the development team.
* Worked on converting the requirements to user stories. Also, created issues, kept track of bugs and defects using **JIRA**.
* Collaborated with the **other teammembers**and **SPOCS** on the utility of the template and made them understand the importance of standard and error free communication with the customers.
* **Named the templates** as per the nature of the query to enable final users to easily identify the template to be sent out.
* Assisted the design team to make the templates pertaining to various query types catering to the requirements.
* Helped the architects in **designing theprototype** and sent them to regional stakeholders for approval.
* Had the **templates approved by various regional heads**&ensured the words catered to the needs of the specific region.
* Helped create a system which made sure that the template will load into the e-mail body based on the drop down selected.
* Helped the development team in **auto-coding** the case specific fields into the template so that the details are picked up as and when inserted in the ticket.
* Once the templates were integrated into the system, had their **UAT** completed and shared the feedback and results.
* Assisted the testing team in developing **Test Cases** and **Test Scenarios** in Functional and Non-functional tests.
* Followed up with the users on the utility and integrated their feedbacks into the templates to improve the accuracy.
* Understood the whole architecture of the project and its interacting systems.
* Reviewed **Business requirements** and prepared **Test Plans** which involved various TC for all assigned projects.
* Followed **Agile** methodology with other members in the team.
* Mitigated risks to Business through timely and precise execution of **manualtest scripts** under moderate supervision.
* Performed functional and technical test execution activities as per **BTS** engagement level in the project.
* Developed and executed formal Test Plans within **budget** and **schedule constraints**.
* Managed different stages of testing **User Acceptance Testing (UAT)** and **Unit Testing**.
* Documented software product **defects** and tracked it to closure.
* Produced**Test Results** and uploadedit to Quality Centre.
* Analyzed and prepared the users’ **As-Is** workflow scenarios and the **To-Be** business processes.
* Conducted **interviews** with PM’s, SME’s and business users to elicit requirements and business process information.
* Documented **BRD** and **FRD** using Wiki Docs.
* Served as a **critical resource** and **liaison** between SME’s and technologists throughout the project lifecycle.
* The methodology used for this project was **Waterfall**.
* Maintained the **Requirements Traceability Matrix (RTM)** to manage business requirements.
* Assisted the business in determining if and how new **features** may improve the **retention** of the customers.
* Used **MS Visio** to model the workflow processes using **UML** to create activity diagrams and use case diagrams.
* Documented **technical workflow** and **best practices**.
* Helped the testers to prepare **Test Cases (TC),Test Plans (TP)** and implemented them with the QA team.
* Actively participated in **regression** and **functional testing**, **user acceptance testing (UAT)** and **black box testing**.

**Environment:** Waterfall-Scrum Hybrid, JIRAv7.0, MS Office, MS Visio, Balsamiq Mockups, MS Office 2013 (Excel, Word, PowerPoint, Outlook), MySQL, Jenkins, JavaScript, Waterfall, Wiki Docs, MS Office Suite, JIRA, Confluence, MS Office 2017 MS Excel, MS PowerPoint, SQL.

**Education:**

**Bachelor’s in Computer Application , Punjabi University , Punjab , India.**

**M.S. in Computer Science, University of Texas at El paso, Texas, USA**