# Sravani Galebhe

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**Professional Summary**

1. Over **7 years** of experience as **Business Analyst/Business Systems Analyst** in diverse industries and cultures with proven experience in Oil & Gas, Retail, Banking and Healthcare domains.
2. Comprehensive knowledge of **Software Development Life Cycle (SDLC)**, having thorough understanding of different methodologies including **Waterfall, Agile (SCRUM, XP), Rational Unified Process (RUP), Lean (Six Sigma) and Rapid Application Development (RAD).**
3. Managed and prioritized user stories using JIRA. Worked with the development team to identify blockers and provide resolution.
4. **Experience working in daily, weekly and monthly SCRUMs.**
5. Adept at creating and transforming business requirements into business models using **UML diagrams** - Use Case, Sequence, Activity, Data Flow and Process flow diagrams using **MS Visio**.
6. Extensive experience working closely with project Stakeholders, SMEs and Users to understand requirements, analyze and create specifications for new applications along with re-engineering existing applications.
7. In-depth understanding of the Agile principles and methodologies
8. Excellent facilitation skills in conducting walkthroughs, surveys, 1:1 interview, brainstorming, **Joint Application Development** (**JAD)** sessions.
9. Highly skilled in writing **Business Requirements Document (BRD), Functional Requirements Documents (FRD), Test cases, Test plans, root-cause analysis and GAP analysis**.
10. Responsible to Track, Document, Capture, Manage and Communicate the Requirements using **Requirement Traceability Matrix (RTM)** which helped in controlling numerous artifacts produced by the teams across the deliverables for a project.
11. **Ability to design wire frames, screen mock-ups and participate in usability evaluations for the web and mobile applications.**
12. Used RESTful and SOAP Web Services to interact with different applications and machines internally and externally.
13. Knowledge and hands-on creation of key artifacts including use cases, user stories, user acceptance criteria, configuration stories, or specifications
14. Configured various payment plans and corrected the invoices spacing for the installments as per the payment plans and their corresponding amount.
15. Highly skilled in dealing with diverging perspectives and identifying risks for project mitigation.
16. Experience in **RDBMS** and **Data warehousing**, experience in design, development, testing, implementation and support of enterprise data warehouse.
17. Experience in Business and Technical **Data Analysis, Data Profiling, Data Migration, Data Integration**
18. Experience developing source to target **Data mappings**, business rules and data definitions with strong understanding of Data Governance principles.
19. Experience in **building reports using** **Power BI for data visualization.**
20. Experience in writing **SQL Queries to extract data from database, perform Data Analysis and for reporting needs.**
21. Regularly interacted with the development team, database designer and the higher management to meet the deadlines of Project milestones.
22. Collaborated in developing training materials for end-users to ensure successful delivery of project.
23. Maintain and communicate project plans for software implementations.
24. Demonstrated capability in managing people and leading geographically dispersed teams on various complex projects.
25. Strong business acumen, strategic thinking, verbal and written communication, interpersonal and presentation skills.

Professional Experience

**Sr. Business System Analyst Jan 2020 - Present**

**The TJX Companies Inc - Marlborough, MA**

TJX companies is one of the largest international apparel and home fashions off-price department chain stores retailer in the United States, Canada and Europe. The project is for the enhancement of the existing Point of Sale & to build their Website for e-commerce. The retailer specializes in name brand furniture, linens, cooking products, art and other home accessories offered at discounted prices. Working in major projects for North American POS applications. It includes many enhancements like, Cash back, Loyalty Card, Gift Certificates. The project involved enhancing the features of “Goods” mobile application which is an app that customers can use to see unique items in different store locations. The Mobile based application enables users to earn reward points and redeem for cash back, gift cards.

**Responsibilities:**

* Creating EPIC and user stories and developing use cases from business team inputs.
* Gathered user and business requirements through open-ended discussions, brainstorming and prototyping. Assigned priorities to all the requirements.
* Responsible for converting the business requirements into functional and non-Functional requirements.
* Defining business requirements and reporting them back to stakeholders.
* Worked with Senior Management team to define company’s annual project portfolio and supporting control processes for approval by CEO and Board of Directors
* Working with business team to understand business objectives and get EPIC for migrating products from store to registry platform.
* Instrumental in providing a solution that allowed internal customers and external partners visibility and access to approved API documentation for software development.
* Participating in Daily Standup Scrum meetings and worked with the team in resolving issues that could potentially cause delays in the sprint completion.
* Decomposing high level concepts and requests into Epics and User Stories that are consumed by agile teams across multiple parts of organization that directly lead to on-time deployments through agile release planning efforts.
* Developed test plan and modify test plan when required in later stages of testing.
* Performed backend testing in MS SQL Server Management Studio using basic SQL queries.
* Drafting user stories and acceptance criteria for creating personal gift registry page and mobile interface on the website.
* Prepared Business Requirement Document and then converted Business requirements into Functional Requirements Specification.
* Analyzed business requirements and segregated them into Use Cases. Created Use case diagrams, activity diagrams, Sequence Diagrams.
* Working closely with QA team for designing Test plan and Test cases for User Acceptance testing (UAT) before the final release.
* Sending REST API calls through postman for developing and integrating registry feeds API
* Producing the visual models/wireframes for the application using MS Visio.

**Sr Business Systems Analyst May 2018 – Dec 2019**

**Bank of America, Los Angeles, CA**

The project involved working on the BoA banking application where the customers can access the Checking and Saving Account details, can view & update personal information, make the payments directly from the checking accounts, view details of current balances, Loan history, Tax and interest information online. The scope also includes enhancing the performance of the Application’s feature to respond within 60 seconds and gives details of credit card approval or non-approval of individual requests of individual applicants.

**Responsibilities**:

* Interacting with the stakeholders to get a better understanding of client business processes and gather business requirements.
* Created business process workflow diagrams (Activity diagrams) in Microsoft Visio.
* Created workflow, process diagram and GAP analysis to derive requirements for existing systems enhancements
* Introduced Agile methodologies to reflect liquid nature of front-office improving time-to-market
* Gathering business requirements from customer, preparing the technical design and conveying the rqmts and design to the offshore (India) development team.
* Doing quality Assurance using Swift MT/MX, ISO20022, TWIST & doing Normalization & Renormalization of tables.
* Created Use-Cases and Business Use-Case Model after accessing the status and scope of the project and understanding the business processes.
* Business domain knowledge of Property and Casualty Insurance including risk, Policy Sales, Policy Administration System, Receivables and Payments, across different lines of business.
* Experience with ETL, SQL and Data Mapping tools.
* Designed Data Flow Diagrams (DFD’s), Entity Relationship Diagrams (ERD’s), and web page mock ups using modeling tools.
* Involved in modules which provides robust monitoring and validation to ensure regulatory and NACHA processing compliance
* Involved in agile ceremonies, backlog grooming session, daily stand up, and retrospective meetings.
* Utilized Agile/ SCRUM and PMI methodologies to monitor, steer and develop project objectives.
* Conceptualized primary process flow diagrams using Microsoft Visio and Case Wise tool sets.
* Documented functional specifications for multiple components for achieving the ability to send and receive currency or cash via various Electronic Funds Transfer System (EFT) such as CHIPS and ACH.
* Created test plan and test cases for user acceptance testing. Used Rational testing tools.
* Conducted informal Sessions to develop an architectural solution that the application meets the business requirements, resolve open issues, and change requests.
* Performed Feasibility Analysis and Risk Analysis on vendor/third party tools.
* Assured that all Artifacts are following corporate AGILE Policies and guidelines.
* Coordinated and prioritized outstanding defects and enhancement/system requests based on business requirements, allowing.
* Worked with REST & SOAP webservices.
* Used swagger to document the API’s and functional docs. Created API Specification documents, JSON Documents & API Data contracts.
* Involved in the post production support after the release and worked with the QA and development team to rectify user reported issues.
* Involved in Root Cause sessions to identify the post production bugs and include the relevant teams to brainstorm the solution.

**Sr Business Analyst Dec 2016 – May 2018**

**Blue Cross Blue Shield of Michigan, MI**

The BCBS of MI Pregnancy care Incentive program (PCIP) epic project involved to incentivize the eligible members to participate in rewards programs. The workflow involved multiple health care service providers like WebMD, Member Card service and Claim processing operation center.

**Responsibilities:**

* Used agile software development methodology in defining the problem, gathering requirements, development iterations, business modeling and communication with the technical team for development of the system.
* Facilitated requirement workshops with stakeholders and Subject Matter Experts (SME) to identify business rules and requirements and document them in a format that can be reviewed and understood by both business and technical people.
* Involved in converting existing business requirements into User Stories and created business process models from same documents.
* Participated in Daily Agile Scrum "Stand-up", Biweekly Sprint Planning and Retrospective Sessions and update the team on status of upcoming User Stories.
* Created Data/Process Flow Diagrams, Sequence Diagrams, and Use Cases Diagrams using UML methodologies for easy understanding.
* Participated in Product Backlog Grooming Sessions and assisted the PO in slicing epics into stories and then prioritizing the stories.
* Designed and implemented basic SQL queries for QA testing and report / data validation.
* Worked with the ETL developer to create Source to stage and Stage to Target Data mapping documents indicating the source tables, columns, data types, transformations required and business rules and logic to be applied by developing and executing SQL queries.
* Facilitated meetings between development and technical team in deciding the batch processing method for extracting, transforming and loading (ETL) the data into target database using MS SSRS.
* Wrote test plan and executed various levels of User Acceptance Test, Regression and Integration Testing using test cases to prove that the system conformed to specifications of business and quality requirements.
* Involved in the post production support after the release and worked with the QA and development team to rectify user reported issues.

**Sr Business Systems Analyst Nov 2015 - Dec 2016**

Aramco Services Company, TX

Aramco Services Company is an advisory firm helping oil and gas companies increase their production, reserves and capital efficiency through best-in-class Reservoir Management. The scope of the project was to create and develop an Executive dashboard application called as Analytics Dashboard Application for the organization to track the projects downtime, employee hours and revenue generation, overall resource usage on a specific project throughout the company.

**Responsibilities:**

* Collaborated with Product Owner / Stakeholder, SME, developers and quality assurance team assurance by conducting requirement workshop sessions and 1:1 interview to gather requirements.
* Prepared project vision and project scope document along with the scrum master and other team members.
* Scheduled and conducted interviews with business users, reviewed systems environment and functionality, researched and analyzed business processes and obtained signoffs.
* Designed and developed project document templates based on Scrum to manage deliverables and expedite product release.
* Wrote user stories and acceptance criteria for the Analytics applications.
* Worked with the MDM consultant, stake holders and SME to gather requirements and provide solutions.
* Managed and prioritized user stories using JIRA. Worked with the development team to identify blockers and provide resolution.
* Created Use Case diagrams and documents, Work Flows to explain the functionality of the system.
* Conducted requirement workshop sessions with business users and Subject matter expert and stakeholders to define project scope, to identify the business workflows and determine whether any current or proposed systems are impacted by the new development efforts.
* Used MS Visio and Lucid Charts for Use Case Flow Diagram and Design Documentation.
* Created a Requirements Traceability Matrix (RTM); kept a track of product backlog, sprint backlog, and time estimates using agile tools like JIRA.
* Analyzed API (SOAP and REST API's); validated XML, identified enhancement features.
* Used Swagger to document the API and functional documentation.
* Provided management support to the off-shore End to End integration/ Regression Test Team.
* Performed Data Analysis, Data Integrity and Data validation tests by writing SQL queries and responsible for downstream impact to the data warehouse.
* Created data flow diagrams, data mapping from Source to stage and Stage to Target mapping documents indicating the source tables, columns, data types, transformations rules required, data definitions and business rules to be applied.
* Developed views, functions, stored procedures, and packages using T-SQL to transform data between source staging area to target staging area.
* Performed SQL queries for data validation and data manipulation operations.
* Work closely with the reporting team to support the design, development, and QA to build Reports and Dashboards, while working with the business to understand requirements and assist with the roll out of new and enhanced reports.
* Coordinated UAT with the business and QA Team for testing activities across multiple systems and managed Conversion test execution.
* Managed the QA and development team and helped them understand the requirement and to follow the agile methodologies.
* Involved in “root cause” identification sessions to identify the user reported bugs and rectify them as soon as possible.

**Business System Analyst July 2014 – Aug-2015**

**HSBC bank-**Hyderabad, India

HSBC bank needed an improved credit card processing system. The project was about implementing a centralized, web-based application infrastructure to improve development time, provide online data access and reengineer the credit card process in order to expand the company’s business and E-commerce applications. I was involved in the creation of application of access management to protect business and customer information from unauthorized disclosure.

**Responsibilities:**

* Interacted with end users, Business and IT to troubleshoot various functional areas of the project.
* Worked extensively with SMEs, business users and technical leads in understanding and documenting their requirements pertaining to the credit card authorization process, approvals, credit risk management and determining interest rates.
* Used Business Process Modeling Language (BPML) as meta language and Business Process Modeling Notation (BPMN) to draw Business Process Workflows.
* Used Agile Methodology in collecting requirements and sending them for development, which was carried using an iterative approach.
* Was involved in customizing the functionalities and designing custom reports using MS Excel
* Co-authored business requirements document with project teams. Extracted, discussed, and refined business requirements from business users and team members.
* Developed and implemented processes and tools for requirements gathering, Analysis, planning, tracking and delivery using Rational Rose, requisite pro and RUP
* Worked extensively with accounts payable & receivable.
* Developed database model/tables for the backend database.
* Transforming requirements from MS Excel to new repository using Requisite Pro & MS Excel.
* Designed and developed Use Cases, Sequence Diagrams, and Collaboration Diagrams.
* Collaborated with the testing team to develop the test plan, test conditions and test cases to be used in manual testing based on business requirements, technical specifications and/or product knowledge.

**Business Analyst Mar 2012- July 2014**

Dr. Reddy's Laboratories(BIOTECH BASED)- Hyderabad, India

Reddy's Laboratories was looking for Profiling Potential customers in the region, make cold calls and promote all the services offered by them. The objective of the project was to create a state-of-the-art dynamic environment which would not only cater to the various issues raised on a day to day basis but also provide an online knowledge platform which facilitated self-learning via user manuals and demo video clips. The vast user presence across the globe made it challenging to make any drastic changes in the functionality of the Service Desk.

**Responsibilities:**

* Used Waterfall software methodology in gathering requirements for automating and streamlining order processes for the business.
* Gathered requirements from the business team, IT team, end users (both internal and external) using interviews, survey questionnaires, feedback questionnaires, on site visits and requirement gathering meetings.
* Created Use Case diagrams, Activity Diagrams, Data flow Diagrams using UML modeling tools like MS Visio.
* Conducted walkthroughs with the end users and stakeholders to gather the modification requests to change or upgrade the business specifications for the product and ensure that the developers were updated.
* Conducted Data Analysis to identify critical areas for testing
* Conducted User Acceptance Testing (UAT) to make sure that all the business requirements were catered to the application.
* Performed Defect/Bug tracking and logged down defects in Defect Log and systematically managed them and made sure they were solved in the next release.
* Identified technical error scenarios and created user friendly messages.
* Created Knowledge Articles and Items which are FAQ's written for Call Center Representatives.
* Led business initiatives including brainstorming on new functionality for current systems.

Skills

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| **Business Skills** | Waterfall, Agile, Requirements Elicitation, User stories, Wireframes, Process Flows & Use-Case Diagrams, FRD, Root-cause analysis, Gap Analysis, Workflows and data mapping documents, UAT, Power BI, Tableau |
| **Operating Systems** | Windows, MacOS, Linux, Android, iOS |
| **Languages** | C/C#, Java Script, HTML, XML/XSD, SQL /PL SQL, CSS, ANGULAR |
| **Tools** | MS Office Suite, MS Project, Requisite Pro, ClearQuest, MS Outlook, ClearCase, DOORS, MS Access, SAP Business Objects, HP ALM (QC), Jira, Confluence, Rally, SOAP UI, RESTFUL |
| **Reporting Tools** | TABLEAU Power BI, Crystal Reports, SAP |
| **RDBMS** | Microsoft SQL Server 2008/2005/2000/7.0, MS-Access 97/2000/2003, PL/SQL, MS SQL |
| **DATAWAREHOUSING** | SQL Server 2008/2005/2000, SQL Server Integration Services (SSIS), SQL  Server Analysis Services (SSAS), SQL Server Reporting Services (SSRS), OLAP, OLTP, SQL\*Plus, SQL\*Loader |
| **Extra-Curricular Activities** | Food and Travel Blogging |

Education

* Master of computer science (WEB DESIGNING- HTML, CSS, JAVASCRIPT, ANGULAR)– Silicon Valley university - 2017
* Master of business administration( ACCOUNTING, FINANCE, PROJECT MANAGEMENT)- University of the cumberlands
* Bachelors of technology –(BIOTECHNOLOGY) chaitanya bharathi institute of technology