**PROFESSIONAL SUMMARY**

Over 7 years of professional experience as a **Business Systems Analyst/ Sr. Business Analyst** with expertise in **Software Development Life Cycle methodologies (SDLC)** and **Business Process Re-engineering** in **Information Technology Sector** with focusing mainly on **Requirements gathering**, **Documentation**, **Statistical and Data Analysis**, and **Test Planning and Execution**.

* Adept knowledge about all the stages in a **Software Development Life Cycle (SDLC)** including the deliverables at all the stages: proficient with industry standard methodologies like, **Waterfall, Agile, Scrum**, **Waterfall – Scrum Hybrid**.
* Sound knowledge of concepts like **Gap Analysis, Risk Analysis, Impact Analysis, SWOT Analysis.**
* Excellent Business writing skills in writing **Business Requirements Document (BRD), Functional Specifications Document (FSD), Systems Design Specification (SDS), Software Requirement Specification (SRS)**
* Thorough exposure of conducting **JAD sessions** and different elicitation techniques like; **Brainstorming,** **Laddering**, Surveying interviews with **Subject Matter Experts (SME)** and the stakeholders to get a clear understand of the business requirements, business process, business rules, and data requirements.
* Conducted group meetings with the stakeholders and business owners for requirements gathering. Facilitated **JAD** sessions to understand what the business needs are what are the objectives of the project. Was actively involved in documenting the requirements and converting the requirements into **Business Requirements Document (BRD**), **Functional Requirement Document (FRD)**, **Software Requirement Specification (SRS).**
* Used MS Office extensively **(MS Word, MS Excel, MS Access, MS Visio, MS PowerPoint, MS Outlook, MS Project)** for performing calculations, creating graphs, analysis, presentation and documentation throughout the projects.
* Performed Client handling and manage client requirements and relationship for the project along with **Product owner (PO)**, **Project Manager (PM)**, **SME’s**, **Business Owners,** Business Users, and stakeholders.
* Proactively teamed with the PO to help in Prioritizing the **Release Backlog** and **Product Backlog** to achieve maximum Business Value, to vertically slicing the **EPICS** into user stories using the **INVEST criteria**
* Experienced in Project Management i.e. in **Designing** of the product, **Development** of the product, **Testing** of the product and **Implementation** of the product
* Efficiently handled projects across various functions in different phases of the Software Development Life Cycle.
* Strong knowledge in **Web Services**, **n-Tier SOA Architecture** using **SOAP**, **REST** and **FIX** APIs. Strong understanding of **XML**, **JSON** and **FIXML** messages; Was responsible for **API documentation** using MS Excel, **Postman**, **Swagger**
* Having good experience in writing **SQL Queries**. Wrote SQL queries using **My SQL Workbench**, and SAS Clinical SQL.
* Worked in complete project life cycle of Analysis, Design, Implementation, Integration Testing, and Functional testing including; **Unit Testing, Smoke Testing, Integration Testing, System Testing, Sandbox Testing, Black-Box Testing** using LoadRunner, Cucumber, Selenium, and Unified Functional Testing.
* Was the acting Scrum Master of the team in the absence of the teams Scrum Master. Conducted the Scrum of Scrums to get the updates from other teams from the same platform
* Wrote performance script to test the behavior of the web pages those were developed for **SOASTA** smoke and performance testing
* Worked on **SDL Tridion** tool for content management which stored the content of the webpages. Created components which contained labels with the keys for each content.
* Was the navigator for the **Mob Programming** and directed the driver in writing the code for the development of the functionality.
* Analyzed the **Web Service** calls made for each page and mapped the element of each page which returned from the web services. Worked on **Splunk** to monitor the logs and record the web service calls
* Monitored the newly created web pages end points to understand the services the web page is hitting. Fiddler was used to note the recordings of all the services the page was hitting
* **GET** and **POST** responses were recorded as a part of the SOASTA scripts and were run using the **Jenkins** by creating jobs to obtain the results in SOASTA tool

|  |  |
| --- | --- |
|  | **SKILLS** |

|  |  |
| --- | --- |
| *Methodologies* | **Waterfall, Agile (Scrum, SAFe), Scrum-Waterfall Hybrid, Spotify** |
| *Languages* | **SQL, UML, XML, JSON** |
| *Databases* | **MS-Access, SQL Server 2005 & 2008, MYSQL, AQT** |
| *ALM Tools* | **JIRA, Rally, MS Project, SharePoint** |
| *Testing Tools* | **Cucumber, Para soft SOA, RESTlet** |
| *Management and Modeling tools* | **Balsamic, MS Visio** |
| Operating System | **MS Windows (XP, VISTA, 7) and UNIX** |
| *Data Analytics* | **Adobe Analytics, SPSS Statistics** |
| *Content Management* | **Tridion, Adobe Experience Manager (AEM)** |

|  |  |  |
| --- | --- | --- |
|  |  |  |
|  | **WORK HISTORY** |  |

**Lincoln Financial Group, Hartford, CT.** (August 2020 – Present)

**Business Analyst**

The objective of the project was to develop a bot that will automate a manual process of Return Mail. The bot is developed to interpret the reason behind the returned mail and then understand the appropriate letter template and generate a letter that is sent to the participants. The bot will also understand if there are any discrepancies in the returned mail.

**Responsibilities:**

* Organized and facilitated **JAD sessions** to elicit the requirements and document the client requirements for the product **SDEC** (Student debt employer contribution) and converted the user needs into **Business Requirements Document** (BRD) and **Functional Requirements Documents** (FRD) as per the client’s requirements.
* Experience **conducting Facilitated Workshops** for requirements analysis. Experience creating workflows using formal notation such as **Business Process Modeling Notation** **(BPMN).** Experience in requirement gathering through elicitation techniques like by conducting **JAD session**, **Brainstorming sessions**, **Interviews**, and **Questionnaire.**
* Have experience in gathering and documenting **functional requirements** and specifications for the features focused to be developed. Detailing the system specification, process flow to fulfill the business requirement.
* Experience in developing **user requirements** by taking inputs on requirements gathering from the stakeholders during the gathering phase. Document the requirements and features by taking inputs form the business.
* Was in involved in gathering the **non-functional requirements** from the stakeholders to assure the **quality,** **performance**, and **user acceptance** of the feature. Worked with the developers to understand the technology used to develop the security measures of the features.
* Used **JIRA** for **Issue Tracking**, user story management and **Requirements Traceability** weekly progress reports relating to the progress of the process were submitted to the Project Manager
* Was the acting Scrum Master of the team in the absence of the Scrum Master. Conducted **Daily Standups**, **Retrospective**, and conducted **Sprint Planning**. Calculated team’s capacity to get a clear picture of the actual effort that is to be put in during the succeeding sprint. Attended the **Scrum of Scrums** and discussed active issues and came up with effective solutions.
* Worked on creating a **Test Plan** and **Test Scenarios** by including all the edge cases that might occur while testing. Gathered the testing data by looking through the historical production data.
* Performed Health Checks of the applications that were being worked on by creating a skill matrix for the applications. Worked on extracting the changes and assessing the impact on other applications.
* Worked on **AWD tool** by creating new work-items which will track the progress of the automation process by changing the statuses of the file type that was sent through for automation.
* Created new work-typed in the **AWD tool** to attach the scanned file and validated the values in the fields that were captured in the **CSD** window.
* Worked with **VIDADO** to digitize the scanned items and validated that the fields are abiding by the mapping document in the appropriate fields.
* Experience **developing Report Specifications** - define the purpose of a report, its justification, attributes and columns, owners and runtime parameters. Was given the ownership of the **RTM requirement traceability matrix** to track the progress of the development of the feature through the development stage

***Environment*:** Agile-waterfall hybrid, Hybrid Agile, MS Visio, MS Excel, JIRA, JSON, Adobe AEM, Adobe Analytics, Adobe Experience Cloud, AQT, MS Outlook, Share point, Doc Central, Mural, Confluence, Soap UI, Splunk, AWD, VIDADO, MS Access, RTM

**Fidelity Investments, RTP, NC.** (May 2018 – August 2020)

**Sr. Systems Analyst**

The objective of the project was to develop a product that helps the students who are employed to clear off their loans by introducing a plan where the employer contributes a certain share from the employee’s income along with certain part of interest. We focused on developing a product in the already existing platform called PSW (Plan sponsor web station) where the user would log in and make monthly payments to repay their student loan. The product that is to be developed is called as Student Debt Employer Contribution on an employer platform Plan sponsor web station (PSW)

**Responsibilities:**

* Organized and facilitated **JAD sessions** to elicit the requirements and document the client requirements for the product **SDEC** (Student debt employer contribution) and converted the user needs into **Business Requirements Document** (BRD) and **Functional Requirements Documents** (FRD) as per the client’s requirements.
* Experience **conducting Facilitated Workshops** for requirements analysis. Experience creating workflows using formal notation such as **Business Process Modeling Notation** **(BPMN).** Experience in requirement gathering through elicitation techniques like by conducting **JAD session**, **Brainstorming sessions**, **Interviews**, and **Questionnaire.**
* Have experience in gathering and documenting **functional requirements** and specifications for the features focused to be developed. Detailing the system specification, process flow to fulfill the business requirement.
* Experience in developing **user requirements** by taking inputs on requirements gathering from the stakeholders during the gathering phase. Document the requirements and features by taking inputs form the business.
* Was in involved in gathering the **non-functional requirements** from the stakeholders to assure the **quality,** **performance**, and **user acceptance** of the feature. Worked with the developers to understand the technology used to develop the security measures of the features.
* Experience **developing Report Specifications** - define the purpose of a report, its justification, attributes and columns, owners and runtime parameters. Was given the ownership of the **RTM requirement traceability matrix** to track the progress of the development of the feature through the development stage.
* Interviewed the stakeholders from different departments to identify their current needs and understand their **Current Workflows** and **Ideal Workflows**, to created process diagrams documented **As-Is** and **To-Be** **business processes**.
* Worked with the Agile coach to write **non-technical stories**. Attended meetings with the business to understand user problems. Problem identification and problem assessment was performed to identify an appropriate solution. .
* Worked closely with the PMO to develop the **Project Plan** and helped the SME’s in analyzing the reports for **Project Execution**. Has worked with **MS Visio** to create flow charts to understand the process flow from a user’s point of view.
* Worked with the system architects in understanding and designing the **User Interface** as per the stakeholders needs by preparing a system design document. Helped in **Developing Functional** and **Technical Design Specifications**
* Used **JIRA** for **Issue Tracking**, user story management and **Requirements Traceability** weekly progress reports relating to the progress of the process were submitted to the Project Manager
* Was the acting Scrum Master of the team in the absence of the Scrum Master. Conducted **Daily Standups**, **Retrospective**, and conducted **Sprint Planning**. Calculated team’s capacity to get a clear picture of the actual effort that is to be put in during the succeeding sprint. Attended the **Scrum of Scrums** and discussed active issues and came up with effective solutions.
* Worked closely with the UXD (User experience design team) to create mock-ups for all the future web pages that are to be developed. Analyzed the UXD teams work to make the developers understand the look and feel of the web page
* Conducted the performance testing using **SOASTA** and created performance scripts for **smoke testing** and performance for the newly developed webpages. Scripts were running on **Jenkins** and the results were on **SOASTA**
* Worked on **Tridion** by creating different components with the elements on a web page. Conducted training sessions for the them on tridion and how to create new components and integrate those with the web pages.
* **Tested & Documented REST Web Services** in **JSON** for the EHR systems & EHR Connect in **Postman** and assisted the QA lead in automating the **Web Service Testing** using **UFT**
* Worked with the QA to test the API using **Swagger doc** in **RESTlet**. Tested the **API** using the **JSON** file in Swagger by setting up a project. Created new projects in **SOAP UI** using the header information and **authorization structures** from the **SOAP service** to call the service and test the returned data.
* Manually tested the **SOAP services** by manually entering the header values and authentication structures and by inputting the request parameters to get the desired response with the appropriate elements that can be pulled on to the angular component and can be displayed on the web page.
* Used **SOAP UI** tool to test **SOA** based architecture application to test **SOAP services** & **REST API**. Used Page Object Model, **UI Mapping**, **Selenium Manager**, as a part of Framework.
* Formulated and executed **Test Scenarios and Test Cases** based on functional requirements documents (FRD) and helped to develop the **Test Plan**; performed **Sanity Testing** to validate reports and dashboards
* Worked with the app development team on **Test issues** and conducted daily status meetings with Development and User Team during UAT, Coordinated with Project Management in Planning and Implementing Test Schedule for **UAT**

***Environment*:** Agile Methodology, Hybrid Agile, MS Visio, MS Excel, JIRA, Postman, JSON, REST Web Services, XML, HTML, Adobe AEM, Adobe Analytics, Adobe Experience Cloud, AQT, JIRA, SOASTA, Fiddler, Tridion, Jenkins, MS Outlook, Share point, Doc Central, Mural, Confluence, Soap UI, Splunk

**Cyber Sphere LLC, Alpharetta, GA.**  (August 2017 – May 2018)

**Business Systems Analyst**

The objective of the project was to improve healthcare quality, coordination, and access by extensively customizing and configuring EHR and EDR to fit the provider’s needs. The customization was incorporated into the systems which resulted in increased communication, increased opportunity for further collaboration, and gave directions for the future projects.

**Responsibilities:**

* Organized and facilitated JAD sessions to elicit the requirements and document the client requirements for the customization of the EHR and EDR devices and converted the requirements into Business Requirements Document (BRD) and Functional Requirements Documents (FRD) as per the client’s requirements.
* Interviewed the stakeholders from different departments to identify their current needs and understand their Current Workflows and Ideal Workflows, to created process diagrams documented As-Is and To-Be business processes.
* Worked closely with the PMO to develop the Project Plan and helped the SME’s in analyzing the reports for Project Execution. Was involved in requirements gathering with the clinicians and other healthcare practitioners
* HIPAA 5010 and ICD 10 compliance check were carried out by developing a checklist of compliances.
* Worked with the system architects in understanding and designing the User Interface as per the stakeholders needs by preparing a systems design document. Helped in Developing Functional and Technical Design Specifications
* Assisted the Project Manager and the development team in understanding the requirements for developing generic (History of Previous Illness) HPI templates used to document each of the Chief Complaints
* Actively documented the HPI templates which were used by the patients with the diagnoses of bronchitis, otitis media, sinusitis, pharyngitis, and upper respiratory tract infection
* Assisted the team in conducting Technology Acceptance Model Questionnaire (TAMQ) which was used to assess participants’ perceptions towards ease-of-use, usefulness, and intent to use before and after the template changes.
* Used IBM SPSS Statistics to analyze Pre and Post-Test Data. Participants responses were evaluated using descriptive statistics to obtain means of percentage.
* Used JIRA for Issue Tracking, user story management and Requirements Traceability weekly progress reports relating to the progress of the process were submitted to the Project Manager
* Used the ETL Tool; Informatica Power Center for Data Mapping and performing transformations. Well versed with various Data Warehousing Concepts, Schemas, Data Marts, Data Structures, and ER Diagrams.
* Used SQL Server for writing SQL Queries to perform Data Retrieval, Manipulation, Analysis and Validation.
* Tested & Documented REST Web Services in JSON for the EHR systems & EHR Connect in Postman and assisted the QA lead in automating the Web Service Testing using UFT
* Formulated and executed Test Scenarios and Test Cases based on functional requirements documents (FRD) and helped to develop the Test Plan; performed Sanity Testing to validate reports and dashboards
* Worked with Application Development Team on Test issues and conducted daily status meetings with Development and User Team during UAT, Coordinated with Project Management in Planning and Implementing Test Schedule for UAT

***Environment*:** Hybrid Agile, MS Visio, MS Excel, JIRA, Tableau, Postman, JSON, REST Web Services, XML, UFT, HTML, IBM SPSS Statistics, SQL, JIRA

**Serco Global Services, Hyderabad, India** (February 2011 – June 2015)

**Business Analyst**

The focus of AdWords enhanced campaigns was on increasing the probability of an advertisement on various devices (Laptop, Tablet, Mobile phone, and Apple devices). The purpose was to show ads across devices with the right ad text, sitelink, app or extension, without having to edit each campaign for every possible combination of devices, location and time of day.

**Responsibilities:**

* Conducted various **JAD Sessions** to determine the filters to be used with search and advanced search
* Created detailed Use cases, **BPMN flows**, Functional Specifications, **UML diagrams** to remove ambiguity of the requirements communicated by clients or SMEs.
* Develop business process diagrams using **BPMN** to document current and future state business processes. Using MS Visio created detailed workflow for a file upload which specified the possible ways a file can be uploaded.
* Experience creating workflows using formal notation such as **Business Process Modeling Notation** **(BPMN).** Experience in requirement gathering through elicitation techniques like by conducting **JAD session**, **Brainstorming sessions**, **Interviews**, and **Questionnaire.**
* Performed impact analysis during the project to manage requirements churn by checking the feasibility in maintaining triple constraints and discussing them in **Daily Scrum** **Stand-up Meeting**.
* Actively assisted the product owner in Prioritizing the **Product Backlog** as per the maximum business value along with proactively working on **grooming User Stories** in planning activities using **INVEST criteria**.
* Assisted in the creation of Deployment Flow Chart in conjunction with development, infrastructure, and network teams containing information for effectively deploying and maintaining the health admin application.
* Designed test cases, test plans, test scripts and test scenarios to perform functional testing, regression testing, and defects logging using JIRA. Defined acceptance criteria for user stories for user Acceptance Testing using Cucumber
* Tracked issues in JIRA and allocated tasks, managed user stories and the and the RTM during project duration
* Working one-on-one with business owners, recommending and answering questions on how **AdWords** can work
* Participated in all the phases of **Software Development Life Cycle (SDLC)** using a **Hybrid Methodology**
* Created Use **Case Diagrams**, **Activity Diagrams**, **Sequence Diagrams** and **ER Diagrams** using **MS Visio**
* Managed all documents required in waterfall methodology making requirements available to all team members for traceability of the requirements. Assisted the PM in risk analysis and assessing the impact of the same on the project
* Maintained complex testing activities and computation financial activities using **MS-Excel**
* Provide unparalleled customer service and support for **AdWords**, **AdWords Express**, and **Google Analytics.**
* Created **Test Data**, **Test Procedures**, **Test Cases**, writing automated test scripts and documentation
* Used quality center for defect tracking and maintained defect repository and followed defect life cycle until it was closed. Documented the weekly Project Status Report to assess the progress of the project
* Performed **UAT** along with the business analyst to rectify and resolve problems rose during UAT.
* Coordinated the with UAT testing group and provided technical assistance in planning and implementing Test Schedule for UAT. Worked with Application Development Team on Test Issues and conducted daily status meetings with Development and User Team during UAT
* Worked with Data Analyst in Data Mapping of feeds from reference data systems to in-house applications.
* Involved in updating system Test Plans and guided Software Quality Team in Developing Test Strategies during various Test Cycles. Assisted in Developing Test Scenarios and Deriving Test Cases based on Business Requirements, Technical Specifications in Test Director

***Environment***: Waterfall - Hybrid, MS Visio, UML 2.0, MS Office Suite, MS SharePoint, FACETS, Test Director, UML, SQL, Rational Requisite Pro, Rational Clear Quest

|  |  |
| --- | --- |
|  | **EDUCATION** |

**Campbellsville University,** Louisville, KY Graduation 2020

Master of Science in Information Technology Management

**Central Michigan University,** Mt. Pleasant, MI Graduated 2017

**Master of Science**:Health Services Administration

**Manipal University,** Manipal, Karnataka, India Graduated 2010

**Bachelor of Pharmacy**: Pharmacy